ProCloud A-Click Backup

v6

User's Guide

ProCloud AG

16 February 2012

ProCloud A-Click Backup

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Revision History

Date	Descriptions
30 March 2011	First revision of ProCloudACB user guide.
5 July 2011	Updated: 1.3 System Requirements
30 July 2011	Rebrand
14 Feb 2012	Updated: 2.4 Power options - plan settings consideration

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1 Overview

1.1 Conventions

Convention	Descriptions	Example
Bold	Important information	**Important: The encrypting key is independent from a backup account's password.**
Italic	Folder path or file path	*C:\Program Files\ProCloudACB*
[]	Graphical Interface Elements	[Backup]
%%	File path in Windows format	%ProCloudACB_HOME%
$	File path in Mac OS X format	$ProCloudACB_HOME
Italic	Command	*sudo ./uninstall.sh*

1.2 Definitions, Acronyms and Abbreviations

Term/Abbreviation	Definition
ProCloudOBM	ProCloud™ Online Backup Manager
ProCloudACB	ProCloud™ A-Click Backup
ProCloudOBS	ProCloud™ Offsite Backup Server
ProCloudACB_HOME	The install location of ProCloudACB: Windows *C:\Program Files\ProCloudACB* Mac OS X */Applications/ProCloudACB*
USERPROFILE	The location where the operating system stores the user account information. Windows XP/2003 *C:\Documents and Settings* Windows Vista/2008/7 *C:\Users* Mac OS X

	~/.acb

1.3 System Requirements

Please refer to ProCloud Help Centre Article #2323 for the system requirements of ProCloudACB.

1.4 Important Notes

Images, workflow or description in this document may be different from your installation. If you are uncertain about any of the instructions provided, please contact your service provider for advices.

2 Best Practices and Recommendations

This chapter describes the best practices for your backup client application.

2.1 Storage size for the ProCloudACB user profile folder

Your backup user profile folder (.acb) is stored under the operating system user profile location %UserProfile%.

This folder is used for various purposes, such as storage of your backup logs, user configuration files, temporary delta file and other files of temporary nature.

Ensure that sufficient disk space is present on the partition which contains the backup user profile.

2.2 Encryption

The encryption key is very important that it is recommended to write down, and make additional copies of the key.

Please store the key in safe location so that it is readily available when needed to restore data.

In some cases, encryption key is administrated by your service provider. Please consult your service provider for further details.

For maximum security, please select an encryption key with more than 8 characters, containing at least two of the following three character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)

If you lose the encryption key, the data is irretrievable.

2.3 Backup schedule

In general, it is recommended that a daily backup be performed for a server or desktop. For mission critical server, a backup schedule should be configured according to the requirement of your recovery plan.

2.4 Power options - plan settings consideration

Windows' power options are configured to put a computer to low power mode (sleep or hibernate mode) automatically after a user specified time of inactivity (no usage of mouse or keyboard).

- If a computer is in low power mode when a scheduled backup should execute, ProCloudOBM will not start up the computer to execute the backup.

  When the computer moves out of the low power state, ProCloudOBM will not execute the missed backup job. This can lead to missed backup.

- If a backup job is running when the computer enters low power state, ProCloudOBM cannot prevent the computer from going into hibernation.

To prevent the above events, consider disabling or changing the client machine's power options to allow scheduled backup to be triggered, and to allow the backup job to be completed.

2.5 Recovery plan and routine recovery test

Have a recovery plan ready, and perform routine recovery test

Consider performing routine recovery test to ensure your backup is setup and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan.

For best result, it is recommended that you keep the test as close as possible to a real situation. Often times when a recovery test is to take place, user will plan for the test (e.g. reconfigure the test environments, restoring certain data in advance). For real recovery situation, you will not get a chance to do that.

3 Installing ProCloudACB

This chapter describes how to install the backup client application.

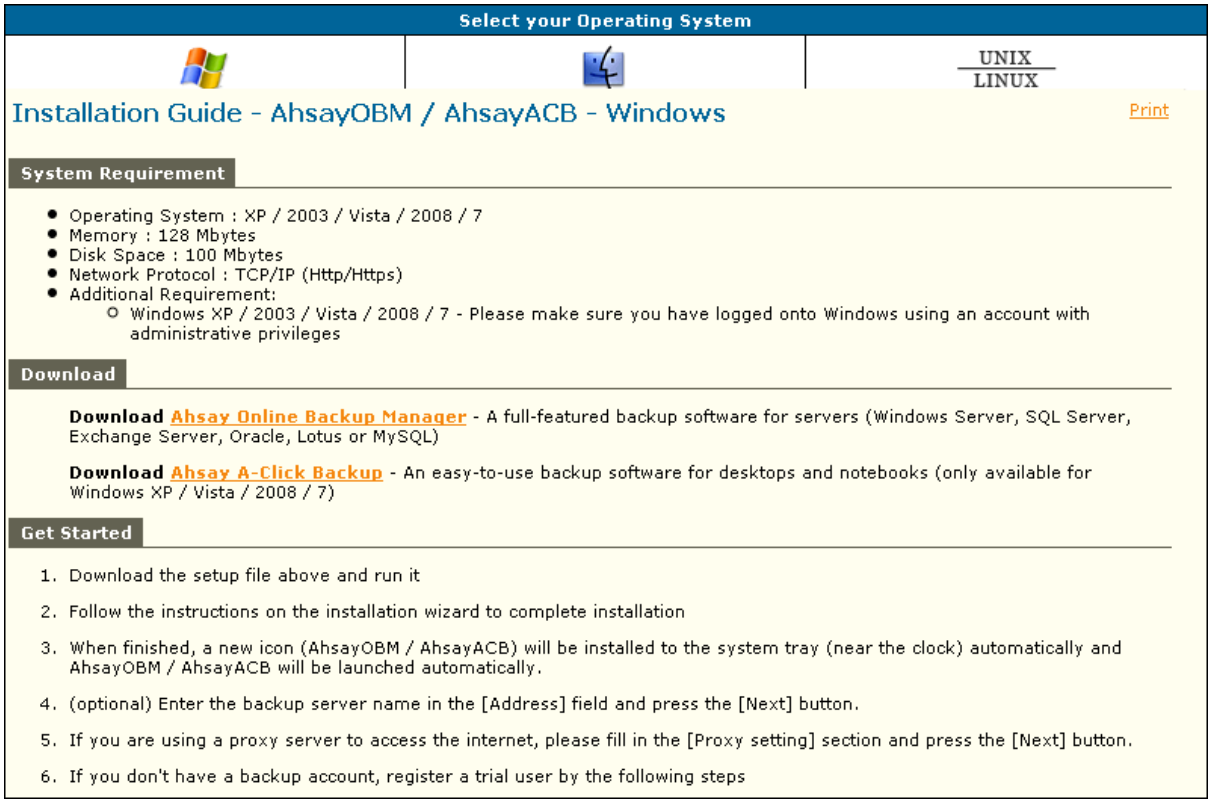
3.1 Installing ProCloudACB on Windows platforms

There are two installation methods available:

- Method 1 - Use the Installation Wizard, which guides you through the installation process.
- Method 2 - Use the command line, which is called Silent Mode Installation.

3.1.1 Installing ProCloudACB

1. Download the ProCloudACB installer (acb-win.exe) from the ProCloudOBS web interface.

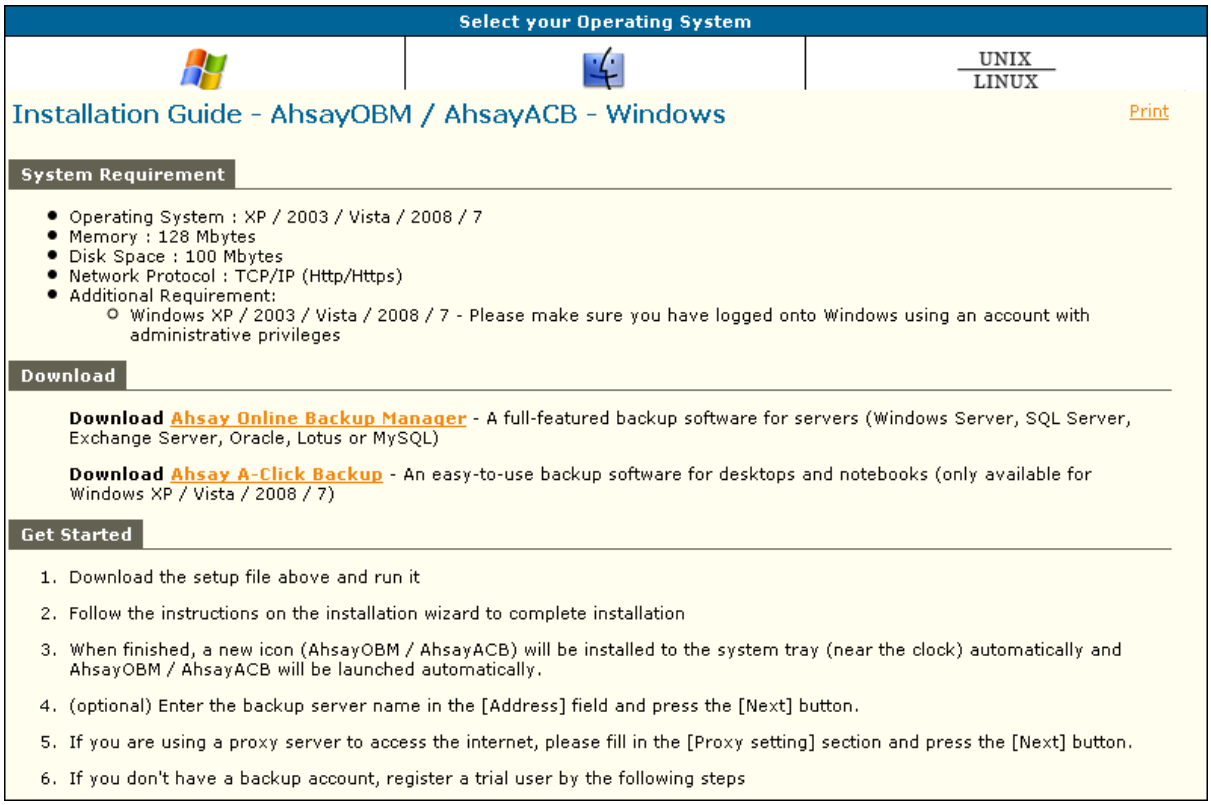

Select your Operating System
UNIX
LINUX
Installation Guide - AhsayOBM / AhsayACB - Windows
Print
System Requirement
Operating System : XP / 2003 / Vista / 2008 / 7
Memory : 128 Mbytes
Disk Space : 100 Mbytes
Network Protocol : TCP/IP (Http/Https)
Additional Requirement:
Windows XP / 2003 / Vista / 2008 / 7 - Please make sure you have logged onto Windows using an account with administrative privileges
Download
Download Ahsay Online Backup Manager - A full-featured backup software for servers (Windows Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)
Download Ahsay A-Click Backup - An easy-to-use backup software for desktops and notebooks (only available for Windows XP / Vista / 2008 / 7)
Get Started
1. Download the setup file above and run it
2. Follow the instructions on the installation wizard to complete installation
3. When finished, a new icon (AhsayOBM / AhsayACB) will be installed to the system tray (near the clock) automatically and AhsayOBM / AhsayACB will be launched automatically.
4. (optional) Enter the backup server name in the [Address] field and press the [Next] button.
5. If you are using a proxy server to access the internet, please fill in the [Proxy setting] section and press the [Next] button.
6. If you don't have a backup account, register a trial user by the following steps

2. Follow the instructions provided by Installation Wizard to complete the installation.

3. When completed, a system tray icon for ProCloudACB will be installed, and ProCloudACB will be launched automatically.

3.1.2 Installing ProCloudACB using the command line (silent mode)

1. Download the ProCloudACB installer (acb-win.exe) from the ProCloudOBS web interface.


Select your Operating System
UNIX
LINUX
Installation Guide - AhsayOBM / AhsayACB - Windows
Print
System Requirement
Operating System : XP / 2003 / Vista / 2008 / 7
Memory : 128 Mbytes
Disk Space : 100 Mbytes
Network Protocol : TCP/IP (Http/Https)
Additional Requirement:
Windows XP / 2003 / Vista / 2008 / 7 - Please make sure you have logged onto Windows using an account with administrative privileges
Download
Download Ahsay Online Backup Manager - A full-featured backup software for servers (Windows Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)
Download Ahsay A-Click Backup - An easy-to-use backup software for desktops and notebooks (only available for Windows XP / Vista / 2008 / 7)
Get Started
1. Download the setup file above and run it
2. Follow the instructions on the installation wizard to complete installation
3. When finished, a new icon (AhsayOBM / AhsayACB) will be installed to the system tray (near the clock) automatically and AhsayOBM / AhsayACB will be launched automatically.
4. (optional) Enter the backup server name in the [Address] field and press the [Next] button.
5. If you are using a proxy server to access the internet, please fill in the [Proxy setting] section and press the [Next] button.
6. If you don't have a backup account, register a trial user by the following steps

2. Open a Windows command prompt (with an administrative user account on the machine).

3. Change to the directory containing the acb-win.exe file.

   Type in *acb-win.exe* and the appropriate switches, for example:

```
>acb-win.exe /VERYSILENT /LANG=en /TASKS="Everyone"
```

   Syntax:
   acb-win.exe [{/SILENT | /VERYSILENT}] [{/LANG=xx}] [{/TASK="option"}]

Parameter	Description
/SILENT	Install the backup application showing the installation process.
/VERYSILENT	Install the backup application hiding the

	installation process.
/LANG=xx	Install the backup application in the language Selected.
/TASK="option"	Install the backup application available to all users or one user only (e.g. me only).

Value	Description
xx	Abbreviations of the language to install the backup application in (e.g. en, it, fr).
option	Everyone or MeOnly.

4. Press Enter.

3.1.3 Configuring ProCloudACB

1. Launch the ProCloudACB user interface by double-clicking on the desktop icon.
2. Enter the backup server hostname in the [Backup Server] field.
3. Optional - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the [Proxy setting] setting
4. Press the [Next] button afterward.
5. Optional - If you do not have a backup user account, you can register for a trial user account with the following steps:
   - Enter the [Login Name] and [Password] of your choice.
   - Enter your [Email] address in the textbox provided.
   - Press the [Submit] button.
6. If you already have a backup user account, select [Already a user?] and logon to the server with your existing login credentials.
7. For first time login, you will be guided to create a backup set:
   - Select the [Backup Source] for the backup set.
   - Configure a backup schedule for unattended backups.

- Select an encryption setting for your backup set. Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.

Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If you lose the encryption key, the data is irretrievable.

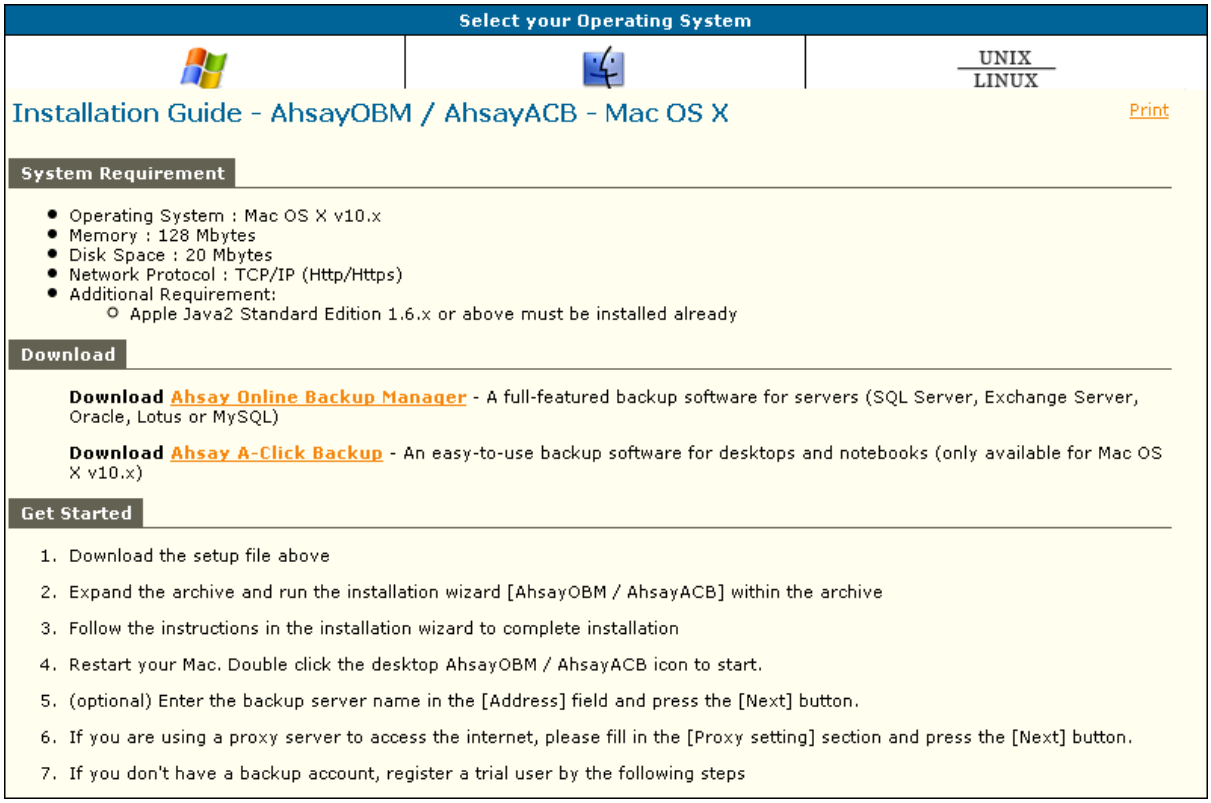
- Press the [OK] button to complete the configuration of backup set.
- Scheduled backup will run automatically if you leave your computer on.

8. To perform a backup immediately, click [Backup] button on the left panel.

9. Setup is now completed.

3.2 Installing ProCloudACB on Mac OS X platforms

1. Download the ProCloudACB installer (acb-mac.zip) from the from the ProCloudOBS web interface.


Select your Operating System
UNIX
LINUX
Installation Guide - AhsayOBM / AhsayACB - Mac OS X
Print
System Requirement
Operating System : Mac OS X v10.x
Memory : 128 Mbytes
Disk Space : 20 Mbytes
Network Protocol : TCP/IP (Http/Https)
Additional Requirement:
Apple Java2 Standard Edition 1.6.x or above must be installed already
Download
Download Ahsay Online Backup Manager - A full-featured backup software for servers (SQL Server, Exchange Server, Oracle, Lotus or MySQL)
Download Ahsay A-Click Backup - An easy-to-use backup software for desktops and notebooks (only available for Mac OS X v10.x)
Get Started
1. Download the setup file above
2. Expand the archive and run the installation wizard [AhsayOBM / AhsayACB] within the archive
3. Follow the instructions in the installation wizard to complete installation
4. Restart your Mac. Double click the desktop AhsayOBM / AhsayACB icon to start.
5. (optional) Enter the backup server name in the [Address] field and press the [Next] button.
6. If you are using a proxy server to access the internet, please fill in the [Proxy setting] section and press the [Next] button.
7. If you don't have a backup account, register a trial user by the following steps

2. Expand the archive and execute the ProCloudACB package.

3. Follow the instructions provided by Installation Wizard to complete the installation.

4. Launch the ProCloudACB user interface by double-clicking on the desktop icon.

5. Enter the backup server hostname in the [Backup Server] field.

6. Optional - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the [Proxy setting] section

7. Press [Next] afterward.

8. Optional - If you do not have an backup user account, you can register for a trial user account with the following steps:

   - Enter the [Login Name] and [Password] of your choice.

     Note: Minimum length of the password is 6 characters

   - Enter your [Email] address in the textbox provided.

- Press the [Submit] button.

9. If you have a backup user account already, select [Already a user?] and logon to the server with your existing login credentials.

10. For first time login, you will be guided to create a backup set:

    - Select the [Backup Source] for the backup set.
    - Configure a backup schedule for unattended backups.
    - Select an encryption setting for your backup set. Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.

    Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

    Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

    It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

    If you lose the encryption key, the data is irretrievable.

    - Press the [OK] button to complete the configuration of backup set.
    - Scheduled backup will run automatically if you leave your computer on.

11. To perform a backup immediately, click [Backup] button on the left panel.

12. Setup is now completed.

*For further details of each step, please refer to the following chapters.

4 Uninstalling ProCloudACB

This chapter describes how to uninstall the backup client application.

4.1 Uninstalling ProCloudACB on Windows platforms

1. On the Windows machine with ProCloudACB installed.
2. Open Start menu, select [Control Panel] and [Add or Remove Programs].
3. Select [ProCloud A-Click Backup] from the list and press the [Remove] button.

4.2 Uninstalling ProCloudACB on Mac OS X platforms

1. On the Mac OS X machine with ProCloudACB installed.
2. Remove all program files by running the following command in terminal:

```
>cd $ProCloudACB_HOME/bin
>sudo ./uninstall.sh
```

3. Remove all backup setting files by running the following command in terminal:

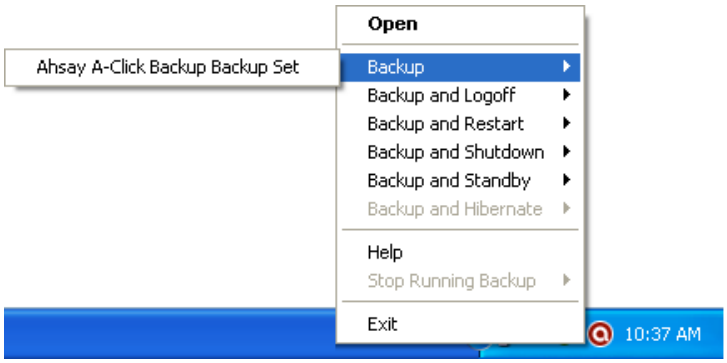
```
>rm -rf ~/.acb
```

5 Using ProCloudACB

This chapter describes the various features available in the backup client application.

5.1 System Tray Launcher (Windows Only)

After a successful installation of ProCloudACB, a system tray icon will be installed, and displayed under the Windows system tray area.



Right clicking on the ProCloudACB system tray icon will display a menu, providing the following functions:

Menu Item	Description
Open	Click to open ProCloudACB's logon dialog.
Backup	Click to perform backup for a specific backup set in silent background mode.
Backup and Logoff	Click to perform backup for a specific backup set in silent background mode and logoff from Windows when the job is completed.
Backup and Restart	Click to perform backup for a specific backup set in silent background mode and restart Windows when the job is completed.
Backup and Shutdown	Click to perform backup for a specific backup set in silent background mode and shutdown Windows when the job is completed.
Backup and Standby	Click to perform backup for a specific backup set in silent background mode and enter the Standby mode of Windows when the job is completed.
Backup and Hibernate	Click to perform backup for a specific backup set in silent background mode and enter the Hibernate mode of Windows when the job is completed

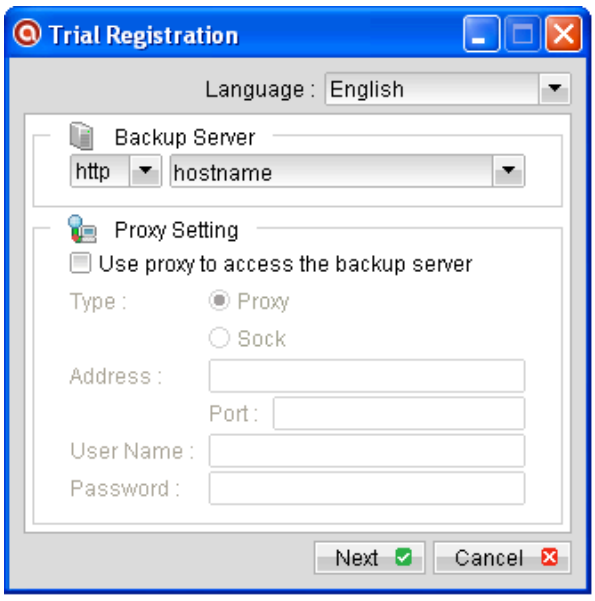
Help	Open the help dialog.
Stop running backup	Click to stop a running backup job chosen from the sub-menu.
Exit	Click to closes this system tray launcher application.

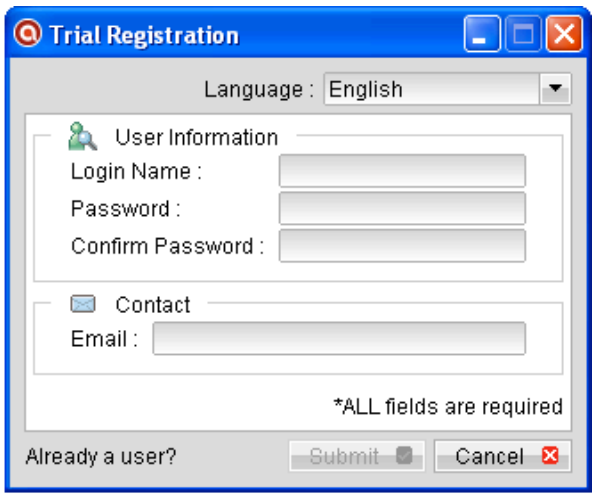
*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

5.2 Logon Dialog

Double-click on the application desktop icon or system tray icon to open the logon dialog or trial registration dialog.

For initial login, the trial registration dialog will be displayed.



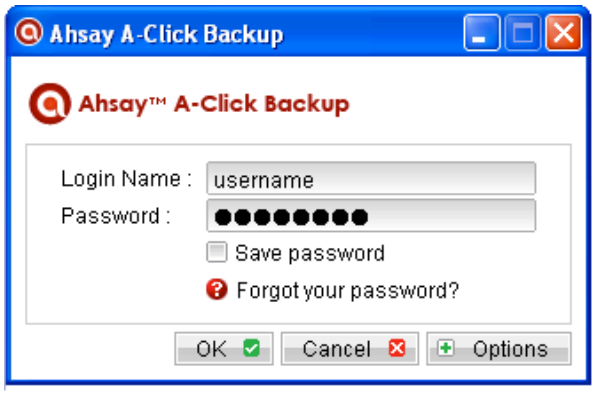


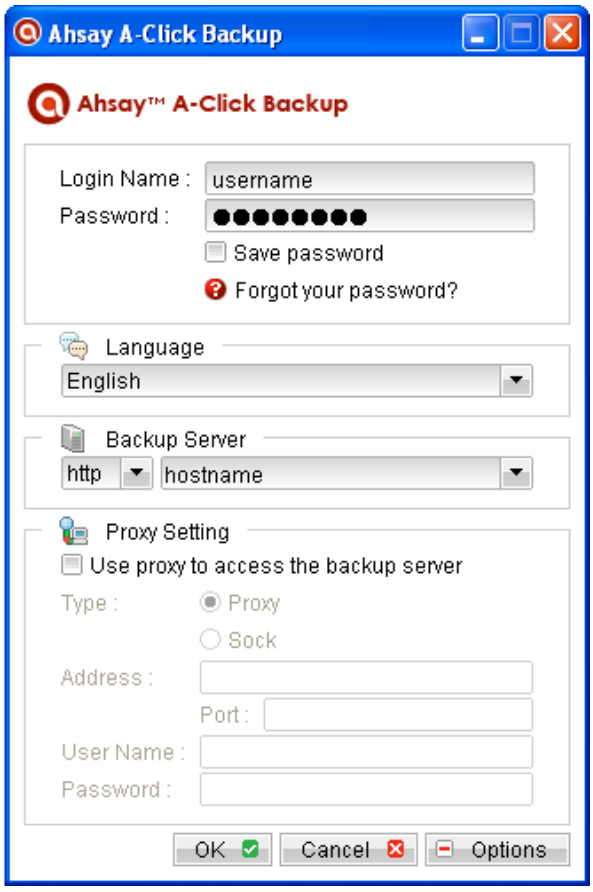
Menu Item	Description
Language	Drop down menu for selecting language to start the backup application.
Backup Server	Input box for entering hostname or IP address of the backup server.
http / https	Drop down menu for selecting http or https protocol when connecting to the backup server.
Proxy Setting	Input area for entering proxy setting such as address, port, proxy username and password.

Login Name	Input box for entering trial backup user login name.
Password	Input box for entering trial backup user password.
Contact	Input box for entering trail backup user email contact.
Submit	Click to create the trial backup user account.
Already a user?	Click to access the login dialog, for user with backup user account already.

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

For sub-sequence login, the login dialog will be displayed.





Menu Item	Description
Login Name	Input box for entering backup user account login name.
Password	Input box for entering backup user account password.

Save password	Checkbox to enable or disable password saving.
Forgot your password?	Click to request for lost password.
Options	Click to access advance option such as [Language], [Backup Server] and [Proxy Setting].
Language	Drop down menu for selecting language to start the backup application.
Backup Server	Input box for entering hostname or IP address of the backup server.
http / https	Drop down menu for selecting protocol when connecting to the backup server.
Proxy Setting	Input area for entering proxy setting such as address, port, proxy username and password.

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Press the [Option] button to access the [Language], [Backup Server] and [Proxy setting] settings.

Configure the backup server information by entering the server hostname (e.g. backup.server.com) or IP address (e.g. 192.168.1.1) of the backup server in the [Backup Server] field.

For backup server that accepts connection on custom port only, append the hostname or IP address in the [Backup Server] field, by adding a semi-colon (:) and the custom port number at the end. For example:

backup.server.com:8080 or 192.168.1.1:8443

For security concerns, you can configure the backup client application to communicate with the backup server in SSL protocol (Secure Socket Layer), select [https] from the dropdown menu at the [Backup Server] section.

Enter your login credentials in the [Login Name] and [Password] fields.

If you do not remember your password, press the [Forgot your password?] button to retrieve a forgotten password email.

Please do not attempt to login with an incorrect password, as a backup user account will be locked after 3 bad password attempts. Backup job cannot be run for backup user account with status as locked.

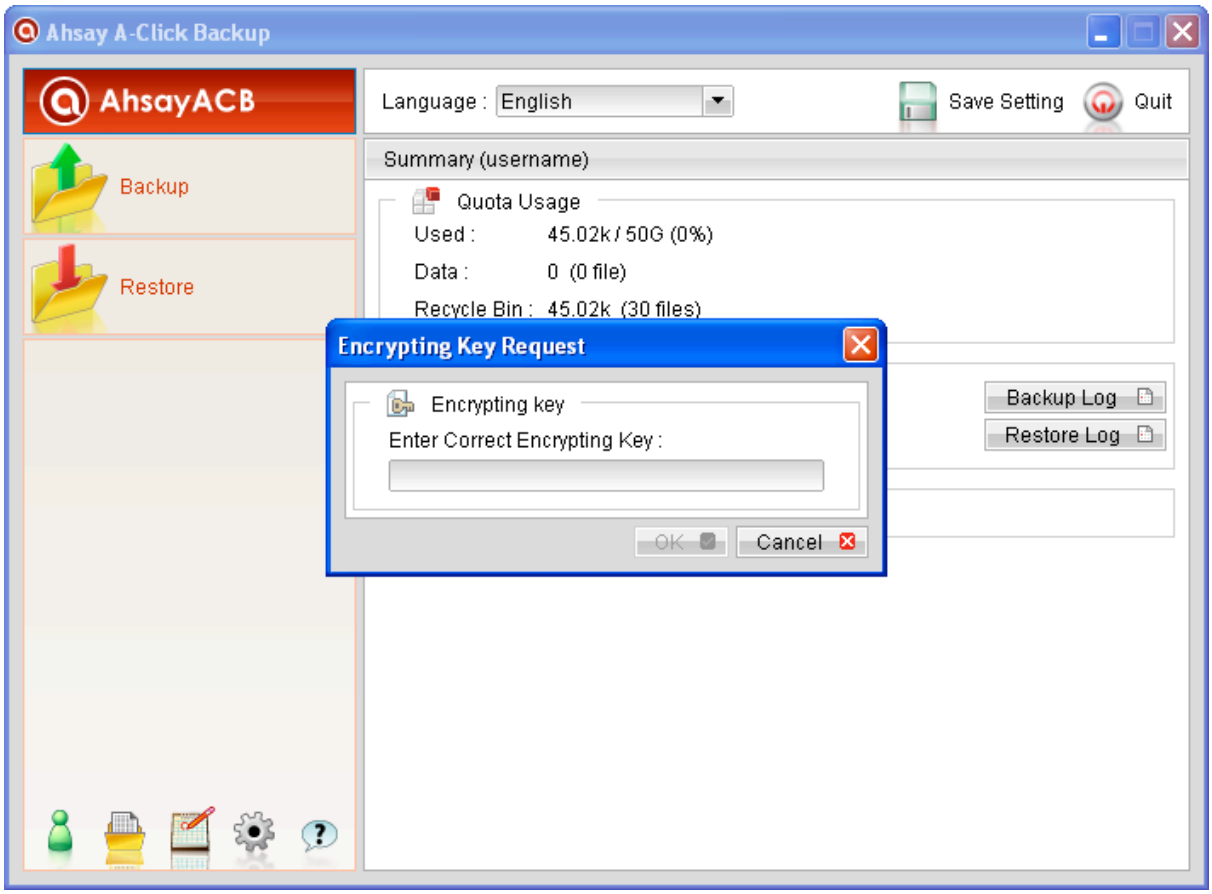
Please contact your service provider to unlock your account if it is locked.

Configure which language to start the backup application in by select the language of your choice under the [Language] drop down menu. For the list of supported languages, please refer to Appendix A.

To enable [Proxy setting], select the [Use proxy to access the backup server] checkbox button, and enter the corresponding proxy information. For [Sock] proxy, both v4 and v5 without user authentication are supported.

Press [OK] to login when all configurations are entered.

For initial login of existing backup user on new computer, you will be prompted for the encrypting key of all existing backup set.

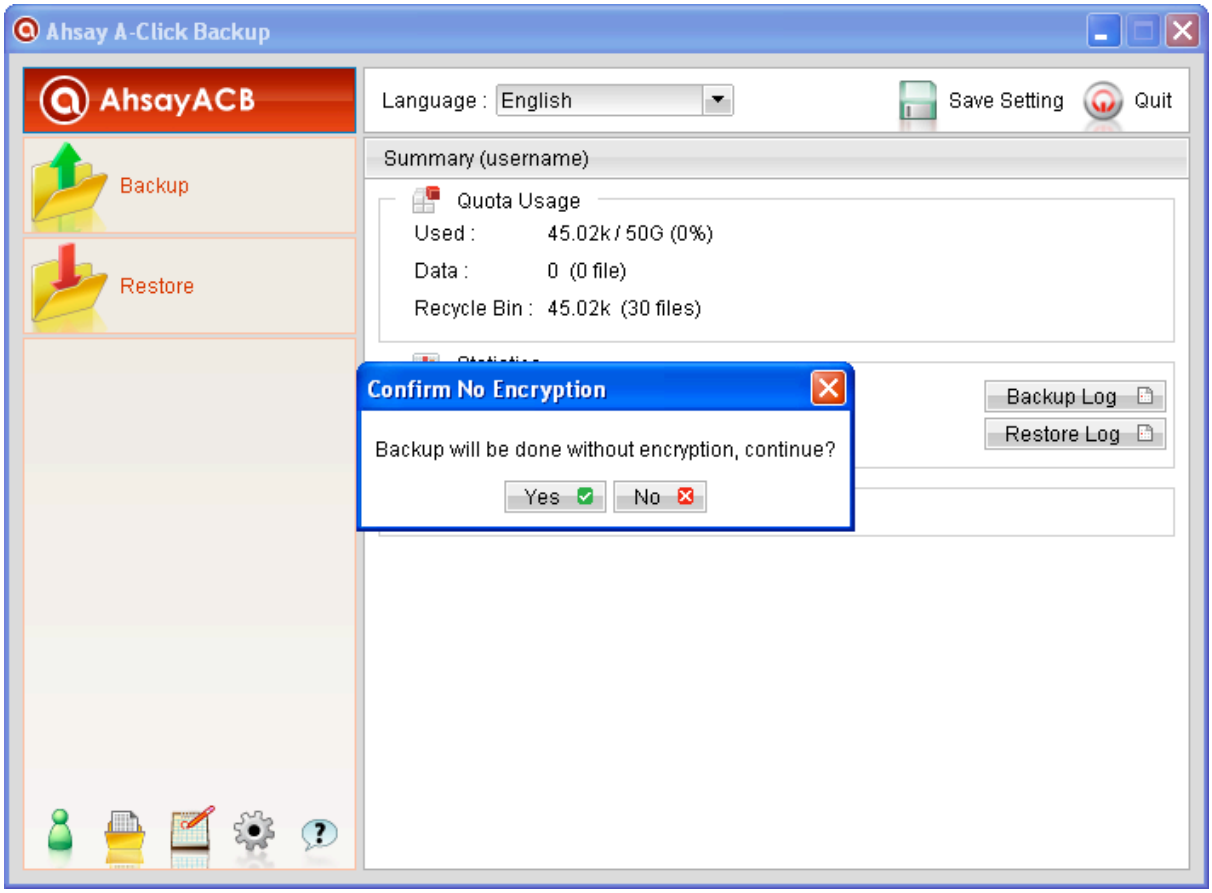


Menu Item	Description
Enter Correct Encrypting Key	Input box for entering encrypting key of existing backup set.
OK	Click to confirm on encrypting key.
Cancel	Click to proceed without using encrypting key.

Enter the correct encrypting key and click [OK] to proceed.

Alternatively, if the encrypting key is lost, press [Cancel] to proceed without encryption (e.g. for all backup job performed afterward).

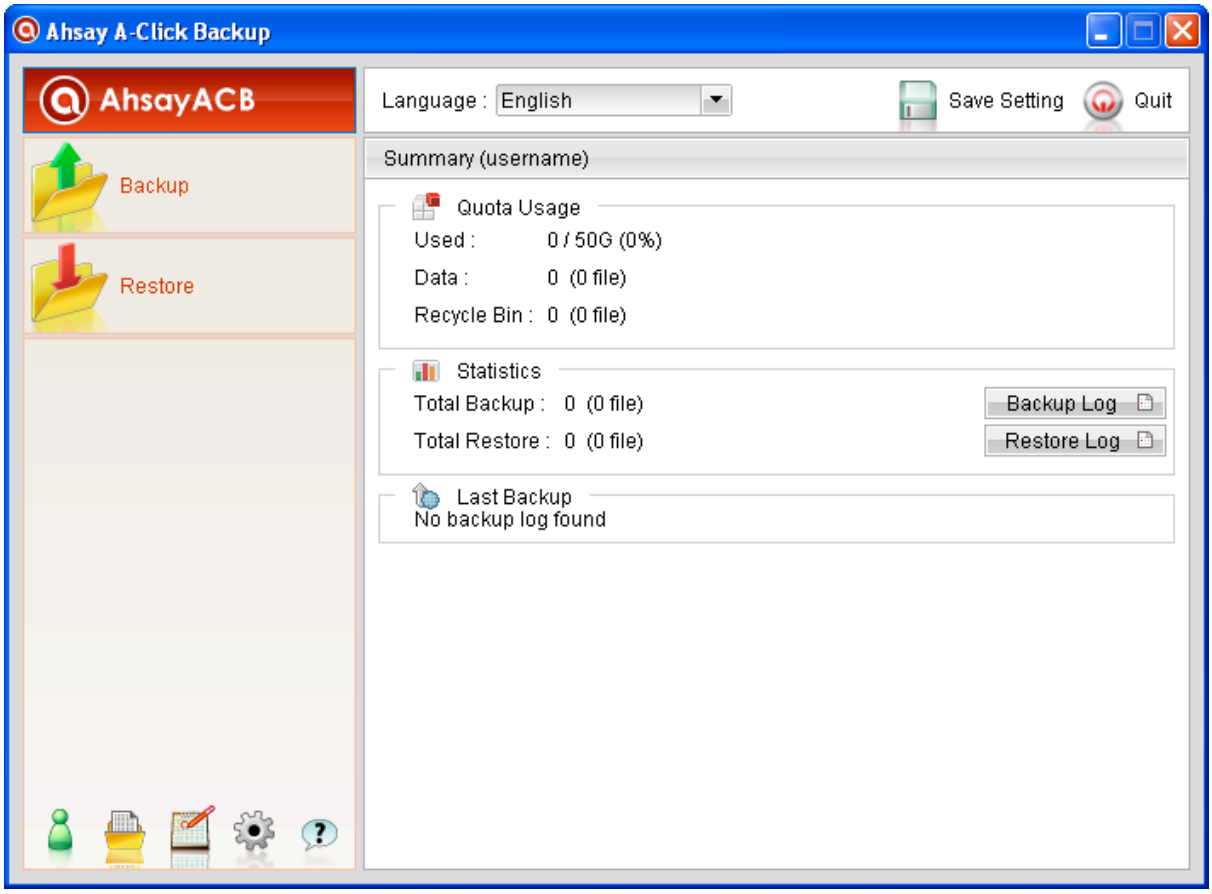
This would allow data backed up in the future to be restore-able (as they are no longer encrypted), but existing data that are already encrypted by the lost encrypting key would not be restore-able.



In case of encrypting key lost, it is strongly recommended that a new backup set be created, to ensure that data backed up in the future is encrypted and restore-able.

5.3 ProCloudACB Main Window

The main window will be displayed after a successful login.



Icon	Menu Item	Description
	Backup	Click to perform backup for an existing backup set.
	Restore	Click to access the restore menu, for restoring backed up data.
	Save Setting	Click to save settings.
	Quit	Click to exit out of the backup application.
	User Profile	Click to access the user profile menu.
	Backup Source	Click to access the backup source menu.
	Backup Schedule	Click to access the backup schedule menu.

	Backup Setting	Click to access the backup setting menu.
	About ProCloud A-Click Backup	Click to access the About ProCloud A-Click Backup dialog.
	Language	Drop down menu for selecting language to be displayed.
	Backup Log	Click to view previous backup log.
	Restore Log	Click to view previous restore log.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

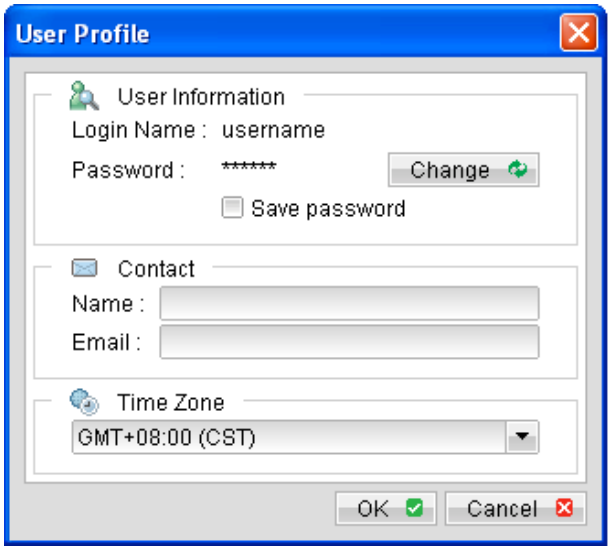
Click on the [Backup] button to perform a backup for an existing backup set.

Click on the [Restore] button to restore backed up data from the backup server to the client machine.

Other options will be discussed in the following chapters.

5.4 User Profile

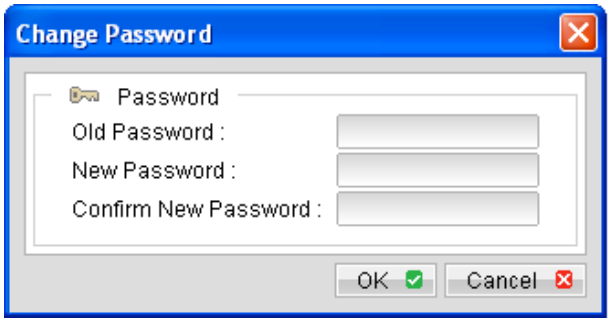
To access the user profile dialog, click on the [User Profile] button at the application's main window.



Menu Item	Description
Change	Click to access the change password dialog.
Save password	Checkbox to enable or disable password saving.
Name	Input box for entering contact name of the backup user account.
Email	Input box for entering contact email address of the backup user account.
Time Zone	Dropdown menu for time zone setting.

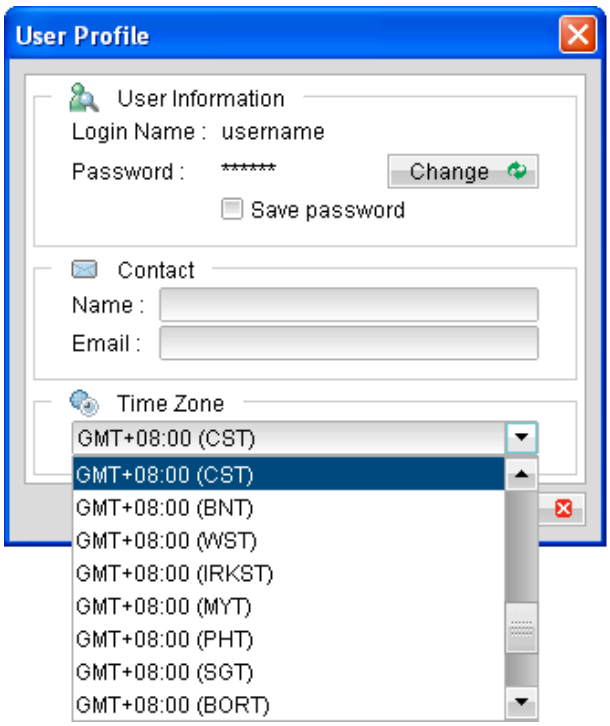
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

You can change the backup user account's password, by pressing the [Change] button to open the [Change Password] dialog.



Enter your [Old Password] (e.g. existing password) and [New Password] into the corresponding textbox and press [OK].

To change the backup user account's time zone setting, select the corresponding time zone from the [Time Zone] drop down menu.



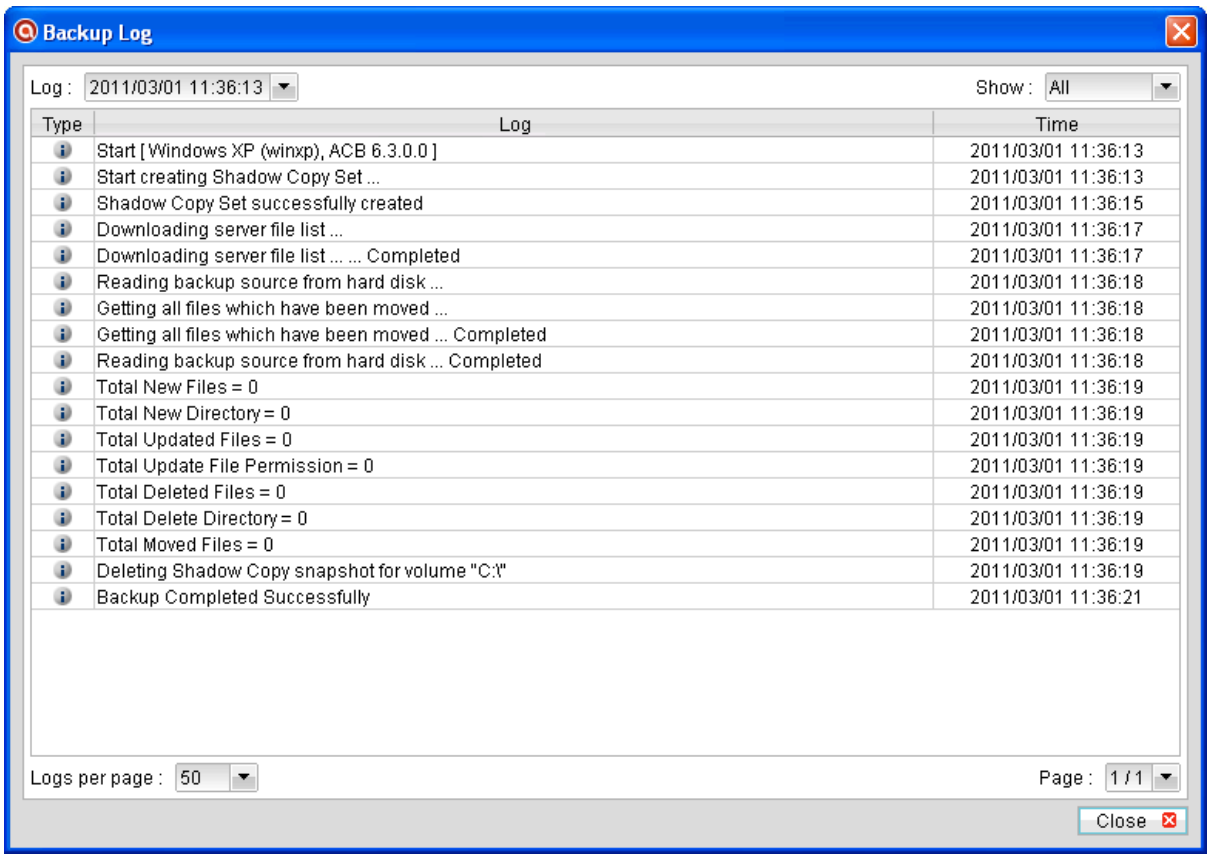
To update the contact information of the backup user account, you can enter the corresponding information such as [Name] and [Email] in the corresponding field, and press [OK].

5.5 About ProCloud A-Click Backup

Click on the [About ProCloud A-Click Backup] button to view information of your backup application, such as the application version, and backup service provider's information like company name, website, email address and server hostname or IP address.

5.6 Backup Log

All backup activities are logged to a corresponding log files. To review them, click on the [Backup Log] button.

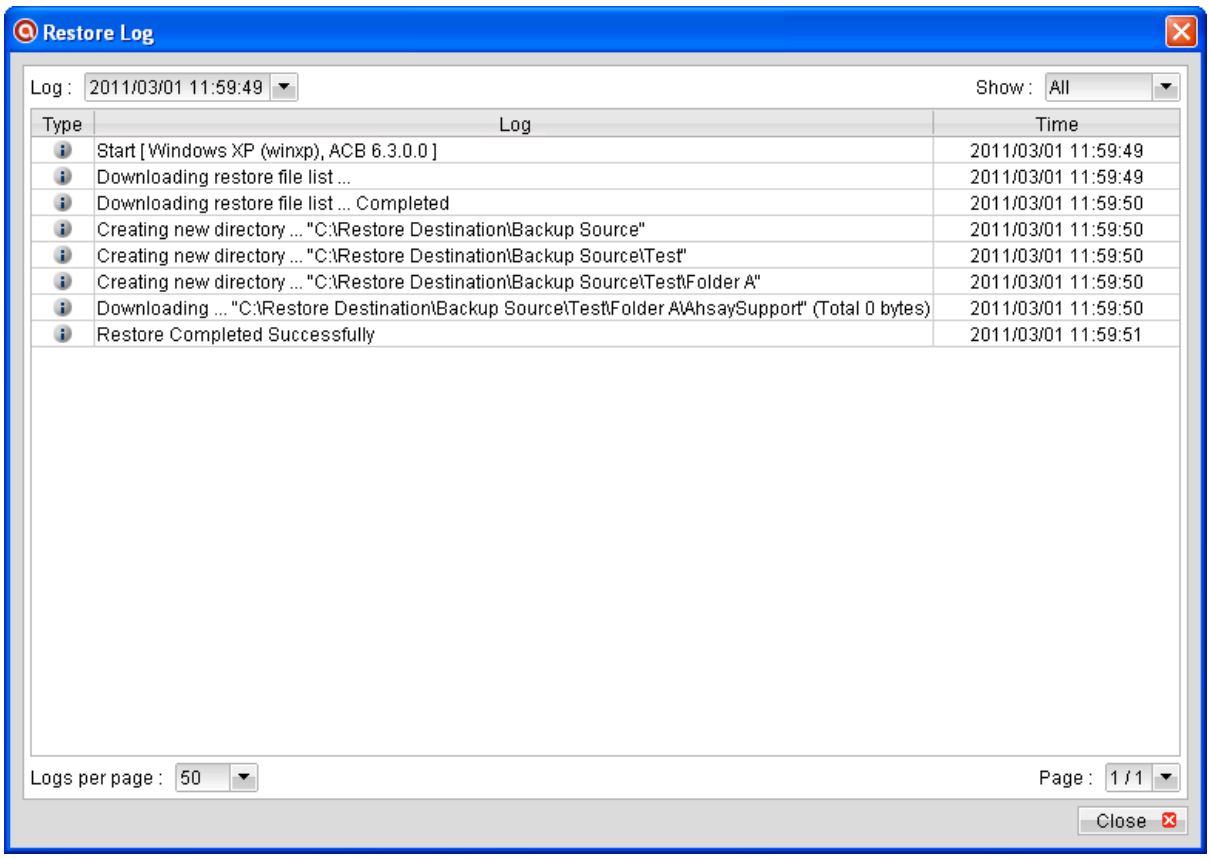

Backup Log
Log : 2011/03/01 11:36:13
Show : All
Type
Log
Time
Start [Windows XP (winxp), ACB 6.3.0.0] 2011/03/01 11:36:13
Start creating Shadow Copy Set ... 2011/03/01 11:36:13
Shadow Copy Set successfully created 2011/03/01 11:36:15
Downloading server file list ... 2011/03/01 11:36:17
Downloading server file list ... ... Completed 2011/03/01 11:36:17
Reading backup source from hard disk ... 2011/03/01 11:36:18
Getting all files which have been moved ... 2011/03/01 11:36:18
Getting all files which have been moved ... Completed 2011/03/01 11:36:18
Reading backup source from hard disk ... Completed 2011/03/01 11:36:18
Total New Files = 0 2011/03/01 11:36:19
Total New Directory = 0 2011/03/01 11:36:19
Total Updated Files = 0 2011/03/01 11:36:19
Total Update File Permission = 0 2011/03/01 11:36:19
Total Deleted Files = 0 2011/03/01 11:36:19
Total Delete Directory = 0 2011/03/01 11:36:19
Total Moved Files = 0 2011/03/01 11:36:19
Deleting Shadow Copy snapshot for volume "C:\" 2011/03/01 11:36:19
Backup Completed Successfully 2011/03/01 11:36:21
Logs per page : 50
Page : 1 / 1
Close

Menu Item	Description
Log	Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format).
Show	Drop down menu to filter display of only Information, Warning, Error, or all log entries.
Logs per page	Drop down menu for selecting the number of log entries to display per page.
Page	Drop down menu to switch the page number.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

5.7 Restore Logs

Similar to backup, all restore activities are also logged to a corresponding log files. To review them, click on the [Restore Log] button.


Restore Log
Log : 2011/03/01 11:59:49
Show : All
Type
Log
Time
Start [Windows XP (winxp), ACB 6.3.0.0] 2011/03/01 11:59:49
Downloading restore file list ... 2011/03/01 11:59:49
Downloading restore file list ... Completed 2011/03/01 11:59:50
Creating new directory ... "C:\Restore Destination\Backup Source" 2011/03/01 11:59:50
Creating new directory ... "C:\Restore Destination\Backup Source\Test" 2011/03/01 11:59:50
Creating new directory ... "C:\Restore Destination\Backup Source\Test\Folder A" 2011/03/01 11:59:50
Downloading ... "C:\Restore Destination\Backup Source\Test\Folder A\AhsaySupport" (Total 0 bytes) 2011/03/01 11:59:50
Restore Completed Successfully 2011/03/01 11:59:51
Logs per page : 50
Page : 1 / 1
Close

Menu Item	Description
Log	Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format).
Show	Drop down menu to filter display of only Information, Warning, Error, or all log entries.
Logs per page	Drop down menu for selecting the number of log entries to display per page.
Page	Drop down menu to switch the page number.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6 Configure Backup Sets

This chapter describes how to configure a backup set.

A backup set defines the configuration of a backup routine, such as backup schedule, backup source and encryption setting as well as other options.

6.1 Backup Source

Click on the [Backup Source] button at the application's main window to configure the backup source of a backup set.

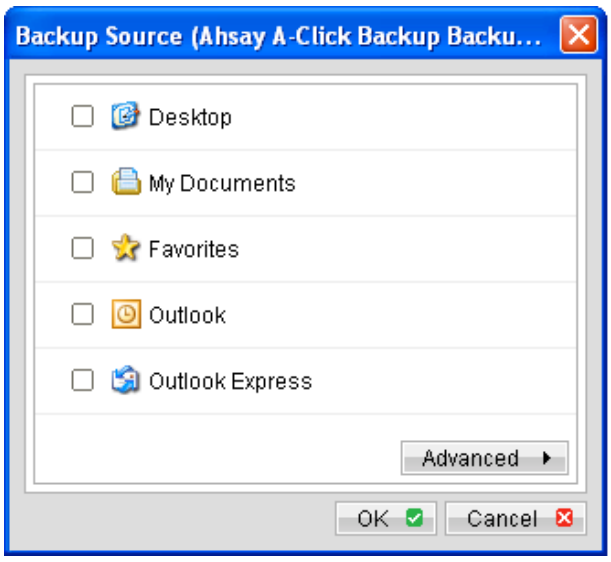
A Backup Source defines the files and directories to be included for backup.

There are two types of backup source: Selected and Deselected.

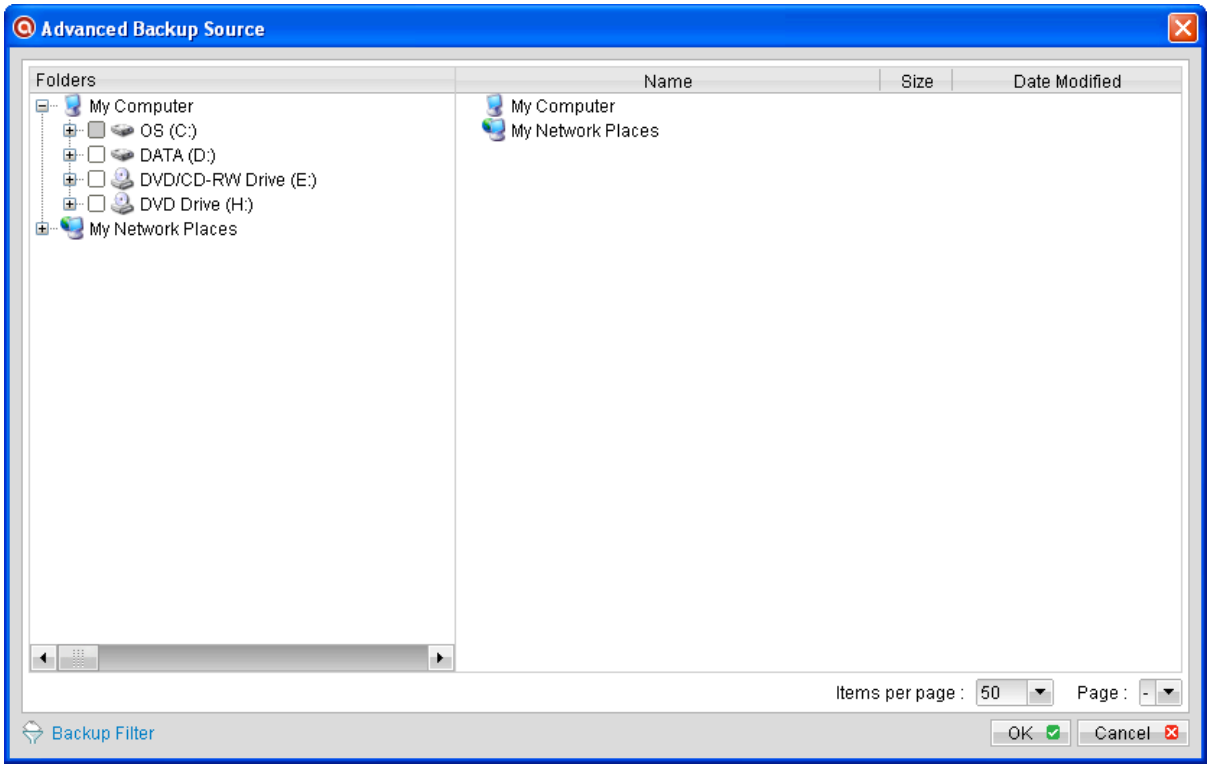
- Selected backup source defines files and directories that are to be included in a backup set.
- Deselected backup source defines files and directories that are to be excluded from a backup set.

On the basic backup source selection dialog, you can select directories that are commonly selected as backup source for backup:

- Desktop folder
- My Documents folder
- Favorites folder
- Outlook and Outlook Express folder



Click on [Advanced] button to access the advanced backup source dialog to select other directories for backup.



The checkbox beside a root drives, directory or file can be in one of the following mode:

Mode	Description
☑	All directories and files under this directory will be backed up.
☑	All directories and files under this directory except those explicitly excluded will be backed up. Directories and files selected to this directory in the future will be backed up as well.
☐	Only the checked directories and files under this directory will be backed up. Directories and files selected to this directory in the future will not be backed up.
☐	No directory or file under this directory will be backed up.

Note: For installation on Windows platforms, hidden directories and files will be displayed only if the [Hide protected operating files] setting of Windows Explorer is disabled.

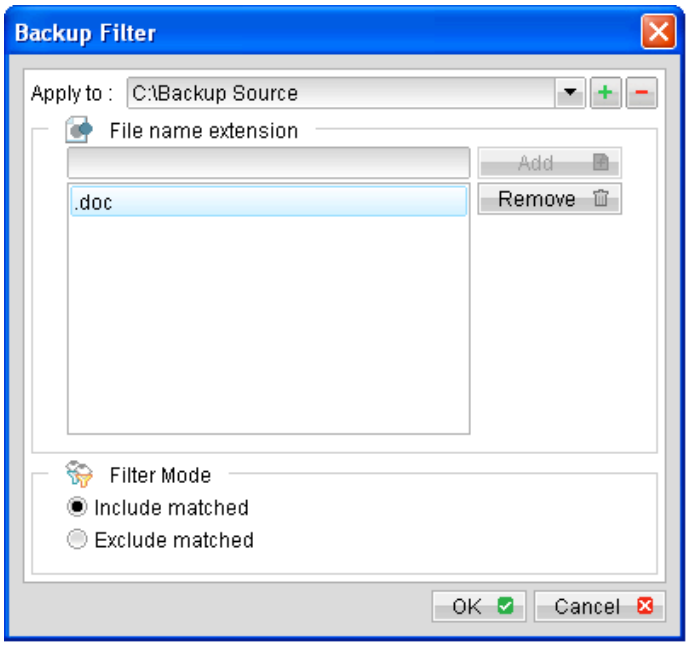
By selecting a parent directory as backup source, all child directories and files including any hidden directories or files would be backup as well.

To avoid backing up hidden directories such as the Recycle Bin folder, please select the corresponding directories or files required as backup source directly, instead of selecting the parent directory or root drive letter.

6.1.1 Backup Filter

Backup Filter is a set of user defined criteria to include or exclude directories and files as backup source of a backup set.

Click on the [Backup Filter] button at the advanced backup source dialog to configure the backup filter of a backup set.



Apply to	Click to browse to the directory that the filter applies to.
File name extension	Textbox to enter the file name extension to include or exclude as backup source. Click [Add] to add new file name extension or [Remove] to delete existing file name extension.
Filter Mode	Include match - Radio button to include all files matching the file name extension specified as backup source. Exclude match - Radio button to exclude all files matching the file name extension specified as backup

	source.
OK	Click to apply filter. Once applied, the files matching the file name extension will be include or exclude as backup source automatically.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Click on the button and browse to the directory which the filter is intended for.

For example, to automatically include all Words document files within the selected directory, enter the file extension of Words document (e.g. .doc) in the File name extension field and press [Add].

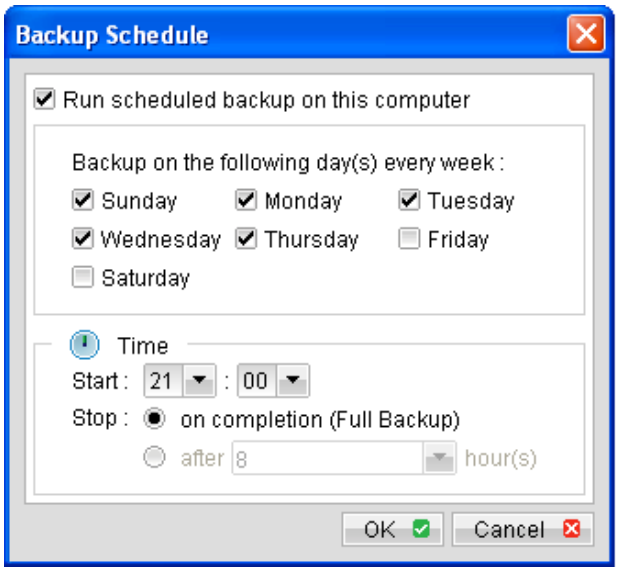
Select [Include matched] as filter mode and then click on the [OK] button, and all Words document files within the corresponding directory will be included as backup source automatically.

There is no need to select each Word document files within the advanced backup source dialog manually.

6.2 Backup Schedule

Click on the [Backup Schedule] button at the application's main window to configure the backup schedule of a backup set.

A Backup Schedule defines the time, time period allowed, and frequency that backup job for an existing backup set should be run automatically.



Menu Items	Description

Run scheduled backup on this computer	Checkbox to enable or disable the corresponding backup set to run on this computer.
[Sunday] to [Saturday]	Checkbox to select the day(s) of a week to perform the backup job.
Time (At)	To start backup job at a specific time. Start - Dropdown menu to select the start time of the backup job. Stop – Option to allow the backup job to run to completion, or to stop the running backup job after a specified hour.
Time (Periodically)	To start backup job at regular intervals of time.

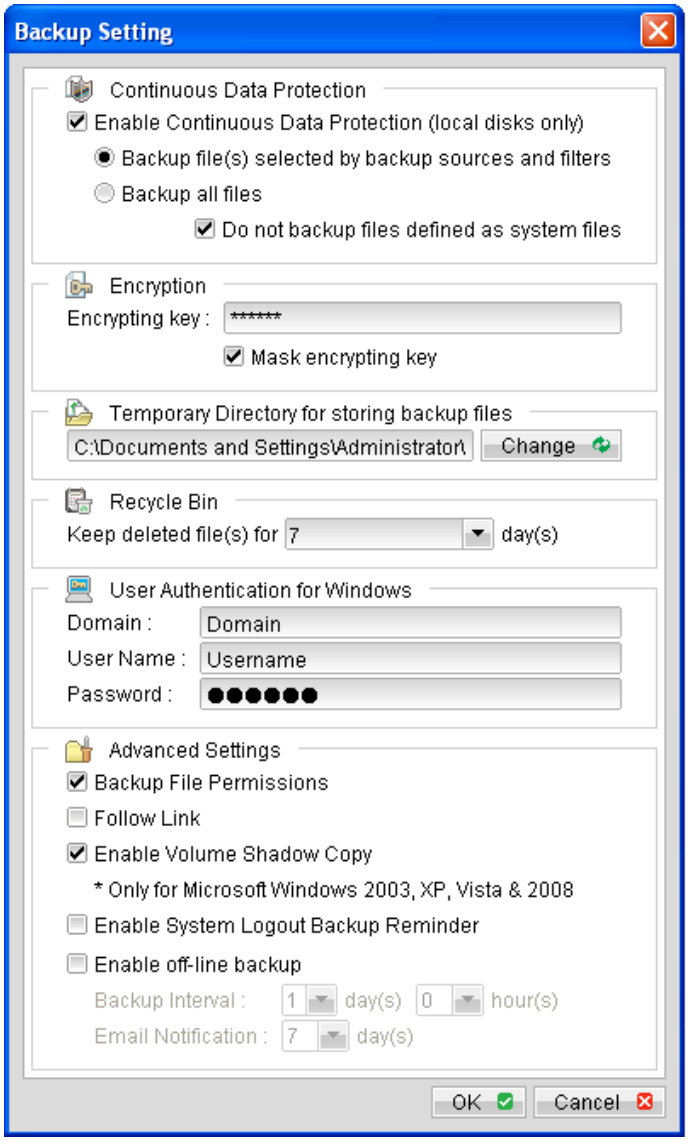
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Only a weekly backup schedule can be configured in the backup schedule setting dialog.

When the [Stop after ${number} hour(s)] option is enabled, the corresponding scheduled backup job will be allowed to run until the specified hour (e.g. 8 hours) is reached.

6.3 Backup Setting

Click on the [Backup Setting] button at the application's main window to configure the backup settings of a backup set.



Menu Items	Description
Enable CDP	Checkbox to enable or disable Continuous Data Protection.
Encryption key	Text box displaying the encryption key for the corresponding backup set. Note: Encryption is masked when the [Mask encrypting key] option is enabled.
Temporary Directory	Input box for specifying the temporary directory used.
Recycle Bin	Input box for retention policy configuration.

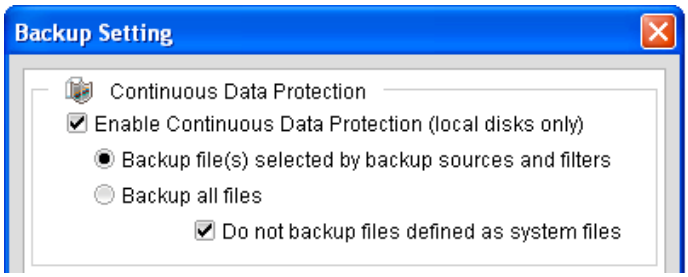
User Authentication for Windows	Input area for entering user authentication information.
Backup File Permission	Checkbox to enable or disable backup of file permission.
Follow Link	Checkbox to enable or disable the option of following link.
Enable Volume Shadow Copy	Checkbox to enable or disable Volume Shadow Copy.
Enable System Logout Backup Reminder	Checkbox to enable or disable system logout Backup reminder.
Enable off-line backup	Checkbox to enable or disable off-line backup reminder.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.3.1 Continuous Data Protection

Continuous Data Protection (CDP) is a feature providing backup for selective data whenever any change is made. Depending on the option selected, every version of a file is backed up close to real time.

To enable CDP, click on the [Enable Continuous Data Protection] checkbox.


Backup Setting
Continuous Data Protection
Enable Continuous Data Protection (local disks only)
Backup file(s) selected by backup sources and filters
Backup all files
Do not backup files defined as system files

Menu Items	Description
Enable Continuous Data Protection	Checkbox to enable or disable CDP. Note: CDP will only backup directories and files on local drive, but not on floppy drive, removable drive or network drive.
Backup file(s) selected by backup sources and filters	Radio button to select if CDP will only backup modified directories or files selected as backup source.
Backup all files	Radio button to select if CDP will back up all modified directories or files on all local drive.
Do not backup files defined as system files	When this option is enabled, CDP will automatically exclude the following files from its backup: C:\hiberfil.sys C:\Pagefile.sys C:\Program Files* C:\RECYCLER C:\System Volume Information C:\Windows* ${App_Data}\Avg7 ${App_Data}\Avg8 ${App_Data}\Kaspersky Lab ${App_Data}\McAfee ${App_Data}\McAfee.com ${App_Data}\Microsoft ${App_Data}\Sophos

	${App_Data}\Symantec **.tmp *\Application Data\Macromedia* *\Application Data\Mozilla* *\Local Settings\Application Data\Microsoft* *\ntuser.dat

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To configure CDP for backup of the directories and files selected as backup source, select the [Backup file(s) selected by backup sources and filters] option.

To configure CDP for backup of all local drive(s) (all files that are updated after CDP is enabled), select the [Backup all files] option.

Some advantages of using CDP include:

1. It prevents loss of data as the modified contents of the files are backed up automatically in close to real-time.

2. Frequently modified data is backed up in almost real-time. Thus, you can accurately restore an earlier version created on the same day.

Although CDP can be a helpful feature, the protection offered by CDP is often heralded without consideration of the disadvantages that it can present. Specifically, the continuous CPU, memory and bandwidth usage can adversely affect the corresponding machine's performance.

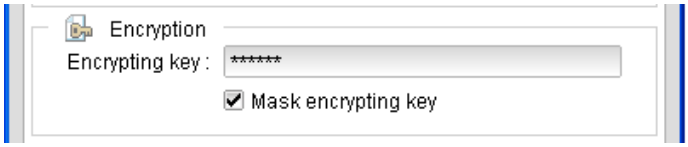
Also note that CDP is not a replacement for the traditional schedule backup feature but works along with the scheduled backup to provide timely protection for your data.

CDP will automatically be stopped when a manual or scheduled backup is started, and will resume when the job is completed.

Note: It is not possible to run multiple CDP backup sets on the same machine with different backup user accounts.

6.3.2 Encryption

Before files are uploaded to the backup server, they are first compressed and encrypted with a key of your choice.



Menu Items	Description
Encryption key	Text box displaying the encryption key for the corresponding backup set.
Mask encryption key	Checkbox to enable or disable masking of the encrypting key.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Encryption settings are set at a backup set's creation time and cannot be modified afterward. **It is not possible to modify encrypting key afterward.**

Menu Items	Description
Do not use encryption	Checkbox to disable encryption (not recommended).
Default	Radio button to select using default encrypting key.
Encrypting key	Input box for entering your choice of encrypting key.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

By selecting the [Default] encryption setting, you will be using the backup **user account's password string as the encrypting key** for this backup set.

Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If you lose the encryption key, the data is irretrievable.

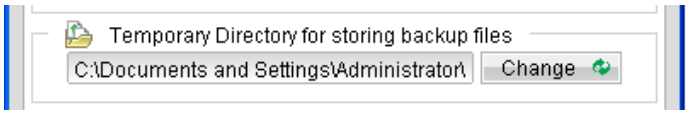
If you are entering your own encrypting key, please considering selecting an encryption key with more than 8 characters, containing at least two of the following three character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)

6.3.3 Temporary Directory

Temporary files such as the local file list, remote file list and temporary delta files may be generated during backup by the backup application.

These temp files are stored in the directory specified under [Temporary Directory for storing backup files].



Menu Items	Description
Change	Click to change the directory for storing temporary files.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To change the directory storing these temp files, click on the [Change] button. The temporary directory configured can be a local drive as well as a network drive.

For network shared drive configuration, specify the UNC path (e.g. \\${Server-name}\share) to the network location, and enter the login credentials of a Windows account with sufficient permission to access the network drive in the [User Authentication for Windows] field.

Please ensure that there is sufficient disk space on the partition which contains the ProCloudACB user profile folder.

6.3.4 Retention Policy

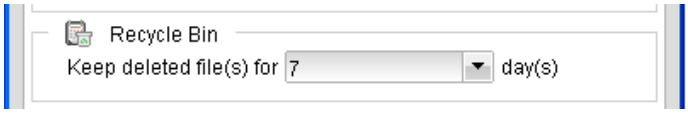
Retention policy defines the time period which files are kept in the retention area, before they are automatically removed from the backup server.

When a backup job is performed, if it is determined that a file was deleted, or modified on your computer, the backup server will place these corresponding deleted or pre-modified file already on the backup server into the retention area.

Retention policy will only affect retained files, for example files that have already been deleted or updated from your computer.

For those files that have not been updated on your computer, they will be kept in the current area on the backup server and they will not be affected by the setting of retention policy.

These backup copies of unchanged files will stay on the backup server until the original files are removed or modified from your computer.



Menu Items	Description
Keep deleted file(s) for	Input box for entering the retention policy setting.

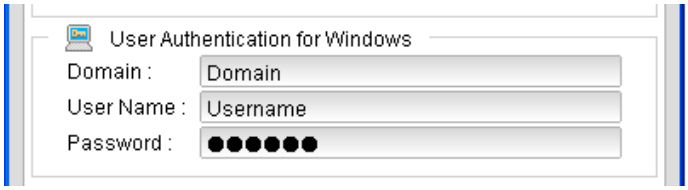
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To change the retention policy setting of a backup set, input the required number of days, or select the number of days available under the drop down menu.

6.3.5 User Authentication for Windows

For backup of network shared drive, you need to specify a Windows domain account for the backup client application with sufficient permission to access the network location to allow the backup application to access the data for

backup (by default the backup application services run as Local System, which does not have permission for network resource).



Menu Items	Description
Domain	Input box for entering domain of the Windows domain account.
User Name	Input box for entering username of the Windows domain account.
Password	Input box for entering password of the Windows domain account.

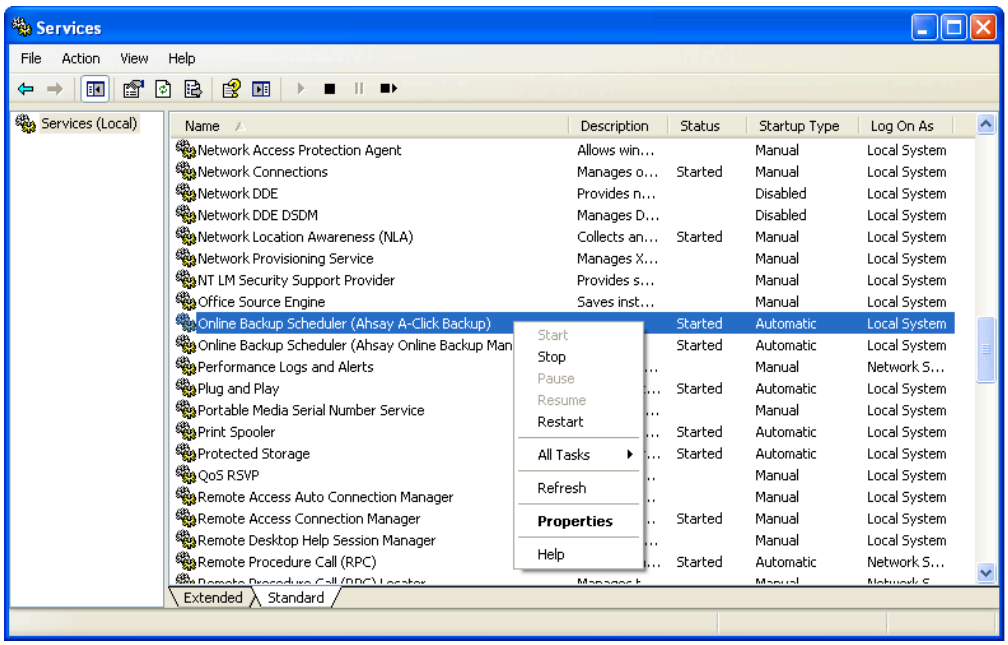
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Enter the login credentials of a Windows domain account with sufficient permission to access the network shared drive to allow access for ProCloudACB.

Please also modify the Log On account of the backup application's scheduler service.

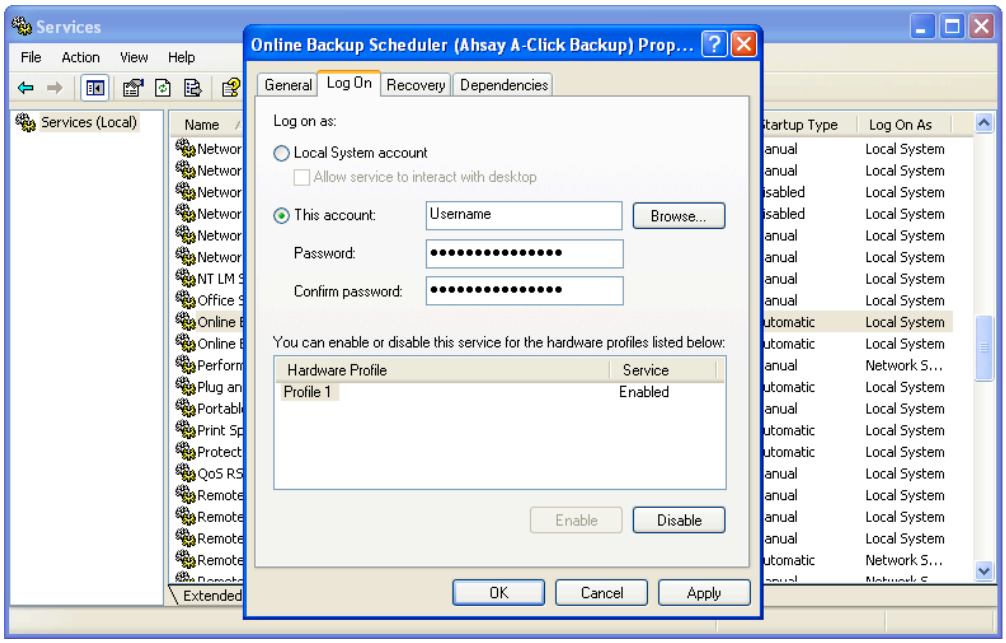
1. Under [Control Panel], select [Administrative Tools] and [Services].

2. Right click on [Online Backup Scheduler (ProCloud A-Click Backup)].



3. Select [Properties], and the [Log On] tab.

4. Select [This account], and enter the login credentials of a Windows domain account with sufficient permission to access the network shared drive.

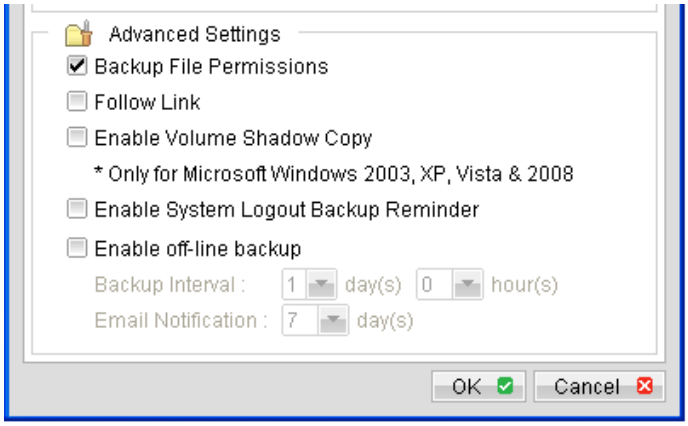


This will allow the backup application to access the network shared drive for backup.

6.3.6 Advanced Settings

6.3.1.6 Backup File Permissions

Backup File Permissions defines whether to backup file permissions for directories and files selected as backup source.



Backup File Permissions	Action
Enabled	Backup the files selected as backup source with their file permission.
Disabled	Backup the files selected as backup source without their file permission.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Note that file permission may not be restore-able depending on the restore destination (e.g. on the same computer or on a different computer with different operating system or different user setup).

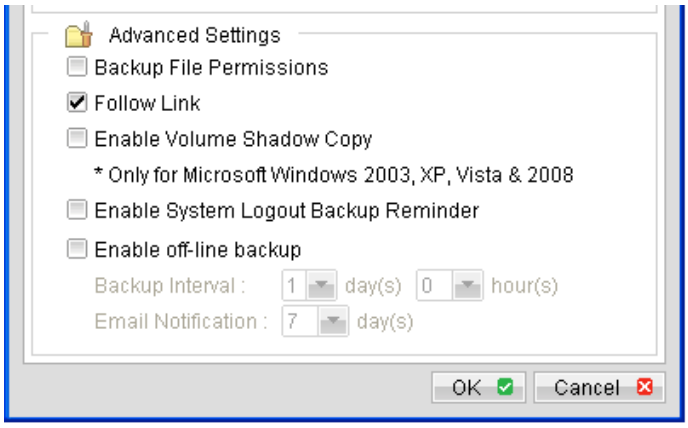
The following table summarizes the outcome when a restore is performed with different options and on different location.

Backup File Permissions	Restore to	Action
Enabled	Original computer	Directories and files, with their respective file permissions are restored to the original computer.
	Alternate computer	Directories and files are restored to an alternate computer. File permission may not be restore-able, depending on the alternate computer's operating system or user's setup.

Disabled	Original computer	Directories and files are restored to the original computer.
	Alternate computer	Directories and files are restored to the original computer.

6.3.2.6 Follow Link

Follow Link defines whether to follow an NTFS junction point or NTFS symbolic link during backup.



Follow Link	Action
Enabled	Backup junction point or symbolic link as well as the directories and files that it links to (even if the target data are not located under the backup source).
Disabled	Backup junction point or symbolic link only.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the follow link option is enabled, not only is the symbolic link or junction point backed up, but directories and files that the junction point links to will also be backed up.

Restore outcome would be different with the different setting used during backup and during restore (e.g. there is a follow link option for backup and a follow link option in the restore menu).

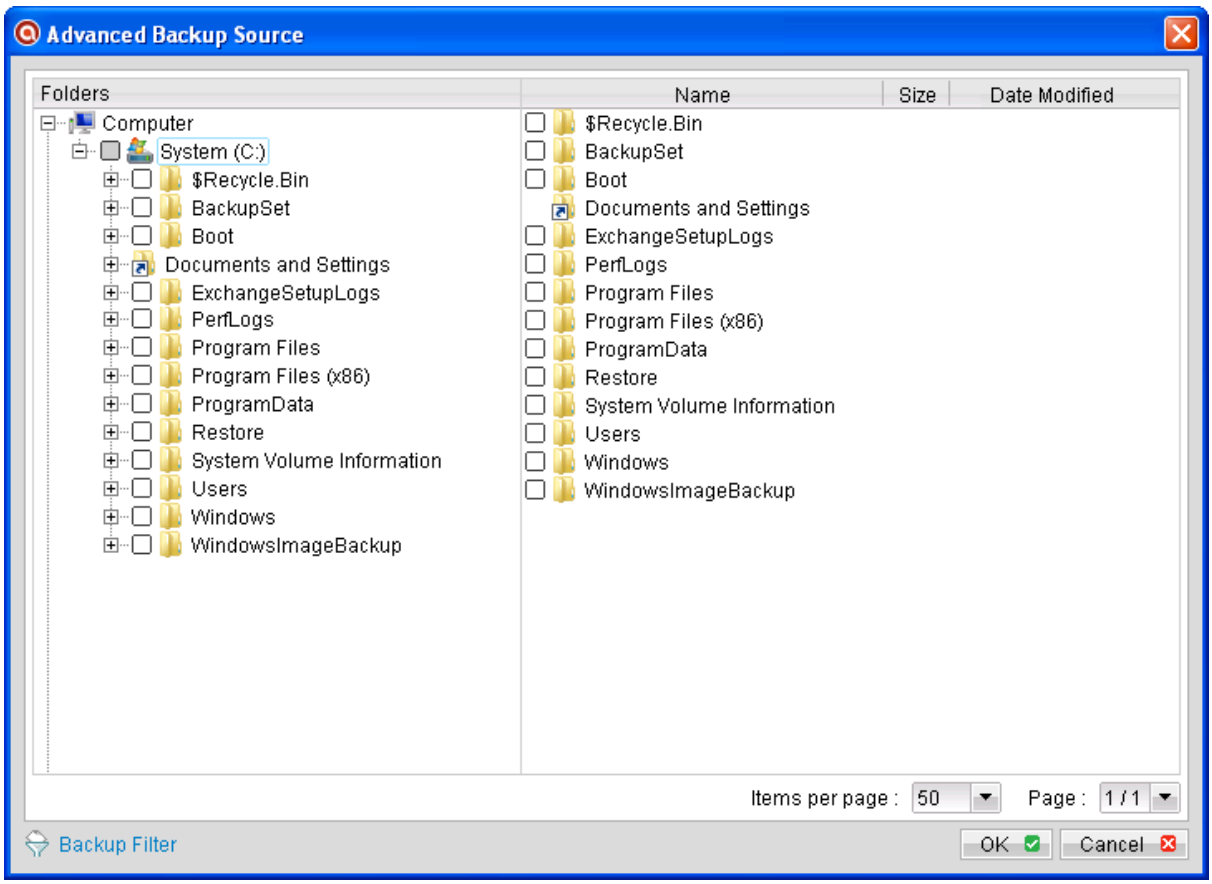
The following table summarizes the outcome when a restore is performed with different options:

Follow Link	Restore to	Action

Enabled	Original Location	Junction points are restored to the original location. Restore follow link option enabled - Target directories and files are restored to the original location. Restore follow link option disabled - Target directories and files are not restored.
	Alternate Location	Junction points are restored to the location specified. Restore follow link option enabled - Target directories and files are restored to the location specified. Restore follow link option disabled - Target directories and files are not restored.
Disabled	Original Location	Junction points are restored to the original location. No data is restored to the junction point's destination.
	Alternate Location	Junction points are restored to the location specified. No data is restored to the junction point's destination.

To enable the [Follow Link] option, select the checkbox beside the follow link option.

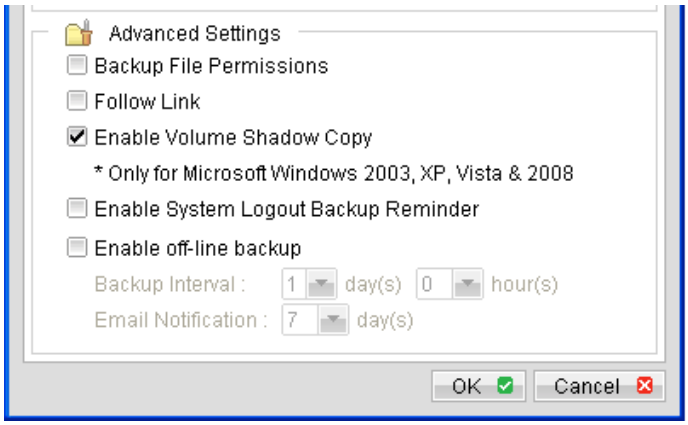
Note that system protect junction point such as the Documents and Settings junction on Windows 2008 server cannot be selected as backup source under the advanced backup source dialog (e.g. there is no select-able checkbox beside system protected junction point).



To manually select system protected junction points for backup; please select the parent directory of the junction point, or contact your service provider for assistance.

6.3.3.6 Enable Volume Shadow Copy

Enable Volume Shadow Copy defines whether to enable Microsoft Volume Shadow Copy Service (VSS) for the backup set.



Enable Volume Shadow Copy	Action

Enabled	Create a snapshot of the data to be backed up for exclusively opened file.
Disabled	Do not create a snapshot of the data to be backed up for exclusively opened file. Error message will be shown for files that are opened during the backup process.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Enabling the Volume Shadow Copy option will allow backup of local files that are exclusively opened during the backup process (e.g. Outlook PST file).

Some requirements of the Volume Shadow Copy option include:

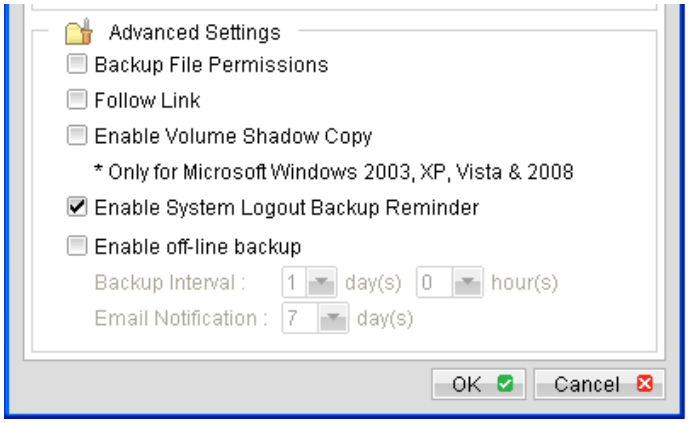
- Volume Shadow Copy can only be applied for local drive; exclusively opened file on network shared drive cannot be backed up even with the Volume Shadow Copy option enabled.
- Volume Shadow Copy is only available on Windows platforms released after Windows 2000 (e.g. XP / 2003 / Vista … etc).
- The user using the backup application must have administrative privileges to access the Volume Shadow Copy service on a computer.
- At least one of the partitions on the machine must be in NTFS format.

For more technical information on Volume Shadow Copy, please refer to following page from Microsoft for details:

http://technet.microsoft.com/en-us/library/cc785914(WS.10).aspx

6.3.4.6 Enable System Logout Backup Reminder

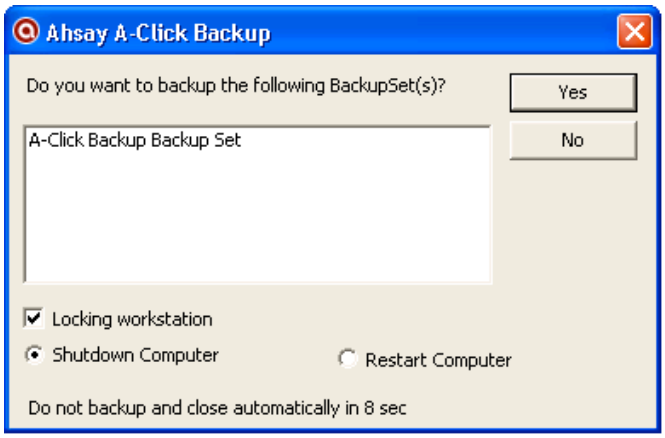
Enable System Logout Backup Reminder defines whether to enable the [System Logout Backup Reminder] feature.



Enable System Logout Backup Reminder	Action
Enabled	Prompt for backup before logging out or shutting down.
Disabled	Do not prompt for backup.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the [System Logout Backup Reminder] setting is enabled, a pop up logout reminder menu will be prompted, requesting for backup before the user logs out of the system or before shutting down Windows.



Menu Items	Description
Yes	Click to perform a backup for the backup set before logging out or shutting down.
No	Click to proceed to logout or shutdown directly.
Locking workstation	Checkbox to lock the corresponding machine when the backup is being performed.
Shutdown Computer	Radio button to shutdown computer after the backup

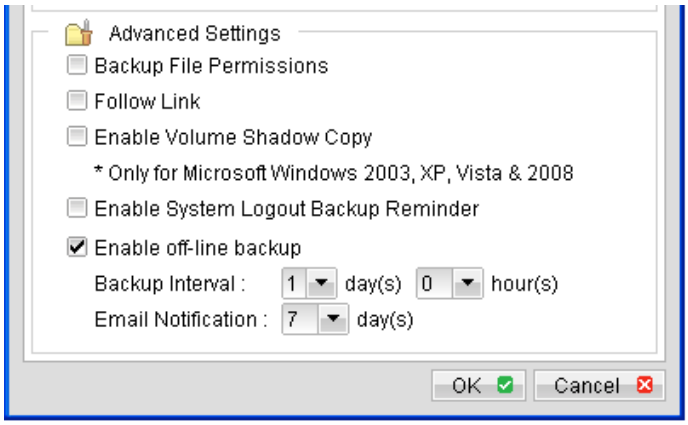
	job is completed.
Restart Computer	Radio button to restart computer after the backup job is completed.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.3.5.6 Enable off-line backup

Enable off-line backup defines whether to enable the [off-line backup] feature.

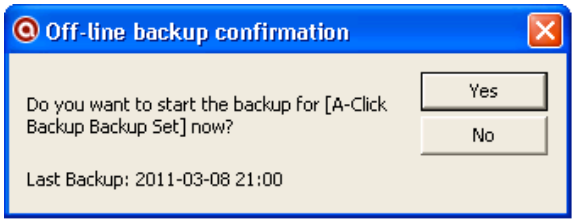
The [off-line backup] feature is designed for notebook users who may be off-line most of the time, and cannot rely on backup scheduled for regular backup of their data.



Enable off-line backup	Action
Enabled	Prompt for backup if the time between the last backup to the current time exceeded the [Backup Interval].
Disabled	Do not prompt for backup.
Backup Interval	Time interval between each backup job.
Email Notification	Time interval when email would be sent for backup reminder.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

With the [off-line backup] setting is enabled, when the computer is connected online and the time between the last backup to the current time elapsed the [Backup Interval], a pop up off-line backup confirmation menu will be prompted, reminding the user to perform a backup.


Off-line backup confirmation
Do you want to start the backup for [A-Click Backup Backup Set] now?
Yes
No
Last Backup: 2011-03-08 21:00

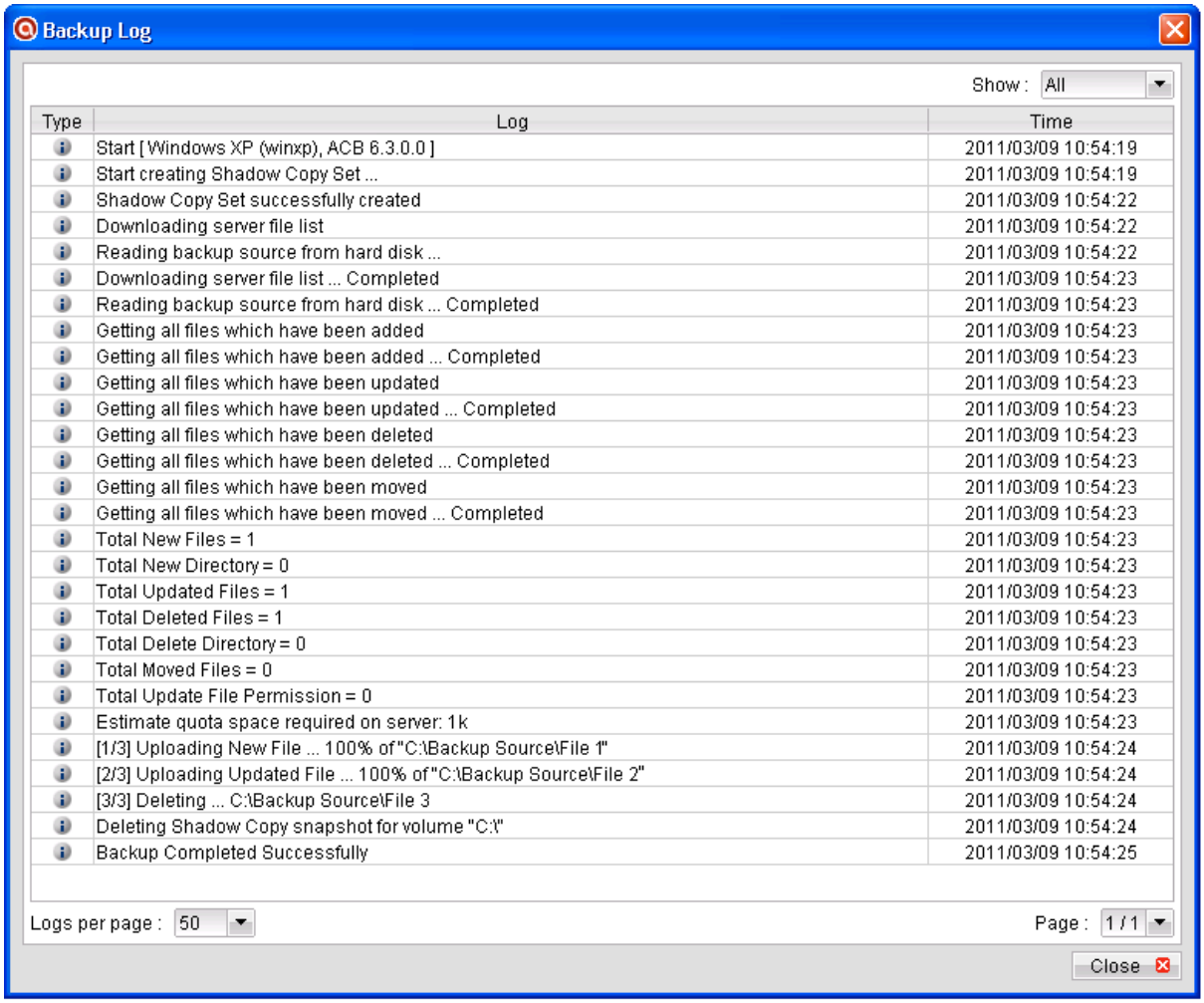
Menu Items	Description
Yes	Perform the backup job immediately.
No	Do not perform the backup job.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

7 Backup

This chapter describes how to perform a backup job using the backup client application.

7.1 How data are backed up


Backup Log
Show : All
Type
Log
Time
Start [Windows XP (winxp), ACB 6.3.0.0] 2011/03/09 10:54:19
Start creating Shadow Copy Set ... 2011/03/09 10:54:19
Shadow Copy Set successfully created 2011/03/09 10:54:22
Downloading server file list 2011/03/09 10:54:22
Reading backup source from hard disk ... 2011/03/09 10:54:22
Downloading server file list ... Completed 2011/03/09 10:54:23
Reading backup source from hard disk ... Completed 2011/03/09 10:54:23
Getting all files which have been added 2011/03/09 10:54:23
Getting all files which have been added ... Completed 2011/03/09 10:54:23
Getting all files which have been updated 2011/03/09 10:54:23
Getting all files which have been updated ... Completed 2011/03/09 10:54:23
Getting all files which have been deleted 2011/03/09 10:54:23
Getting all files which have been deleted ... Completed 2011/03/09 10:54:23
Getting all files which have been moved 2011/03/09 10:54:23
Getting all files which have been moved ... Completed 2011/03/09 10:54:23
Total New Files = 1 2011/03/09 10:54:23
Total New Directory = 0 2011/03/09 10:54:23
Total Updated Files = 1 2011/03/09 10:54:23
Total Deleted Files = 1 2011/03/09 10:54:23
Total Delete Directory = 0 2011/03/09 10:54:23
Total Moved Files = 0 2011/03/09 10:54:23
Total Update File Permission = 0 2011/03/09 10:54:23
Estimate quota space required on server: 1k 2011/03/09 10:54:23
[1/3] Uploading New File ... 100% of "C:\Backup Source\File 1" 2011/03/09 10:54:24
[2/3] Uploading Updated File ... 100% of "C:\Backup Source\File 2" 2011/03/09 10:54:24
[3/3] Deleting ... C:\Backup Source\File 3 2011/03/09 10:54:24
Deleting Shadow Copy snapshot for volume "C:\" 2011/03/09 10:54:24
Backup Completed Successfully 2011/03/09 10:54:25
Logs per page : 50
Page : 1 / 1
Close

Stages of a backup job are outlined below:

1. A connection from the backup client application to the backup server is established.

2. A Shadow Copy set of the backup source volume is created (if available).

3. Download the server file list from the backup server.

4. Data of the backup source is compared with the server file list to compile the following file lists:

   - New file list

- Modified file list
- Deleted file list

5. Delta file is generated for modified file (if necessary).

   Note: Only modified part of a file (delta file) is uploaded to the backup server, reducing the time required to complete the backup job.

6. Data are encrypted, compressed, and then uploaded onto the backup server.

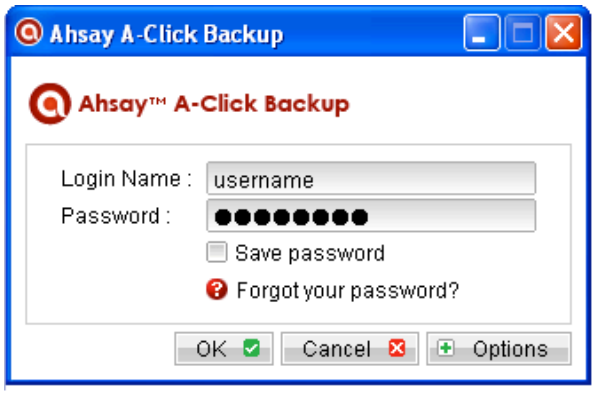
7. The Shadow Copy set of the backup source is removed (if necessary).

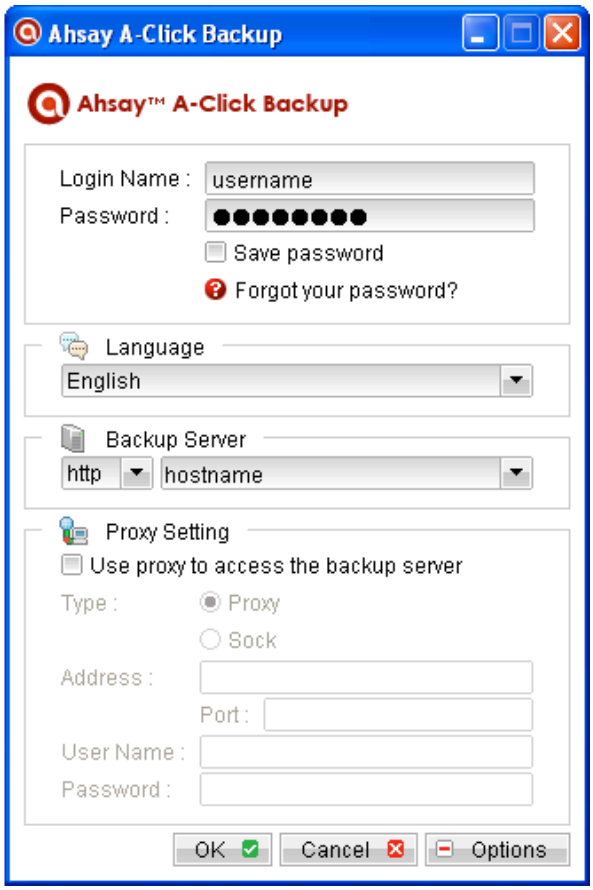
8. Backup is completed successful.

7.2 How to start a backup

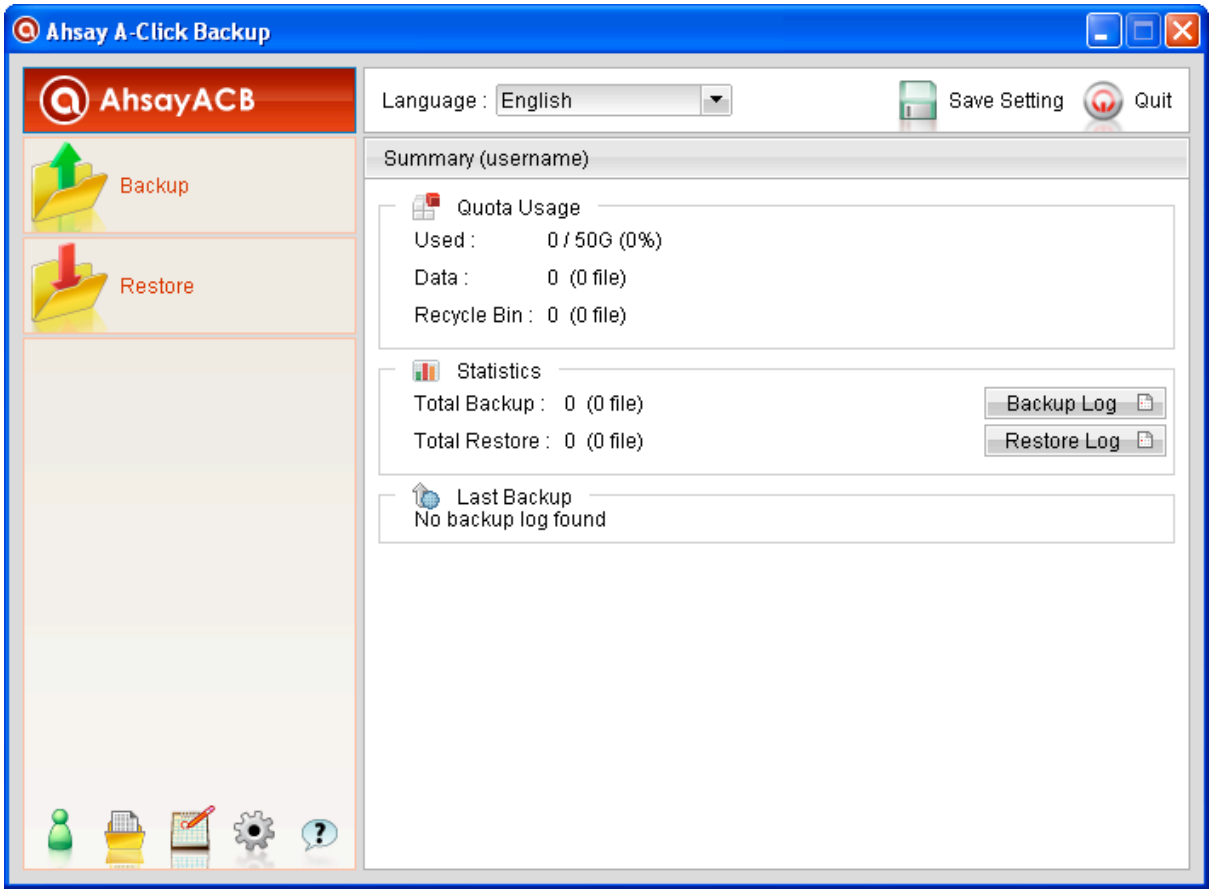
Please refer to the following steps for starting a backup:

1. Login to the backup application's user interface.

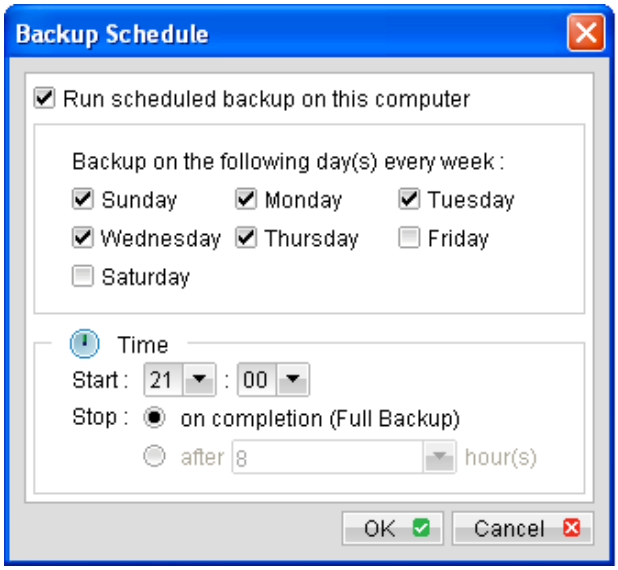




2. Click on the [Backup] button on the backup application's main window to perform a backup manually.



3. For scheduled backup, a backup job would be automatically performed at the scheduled time specified.

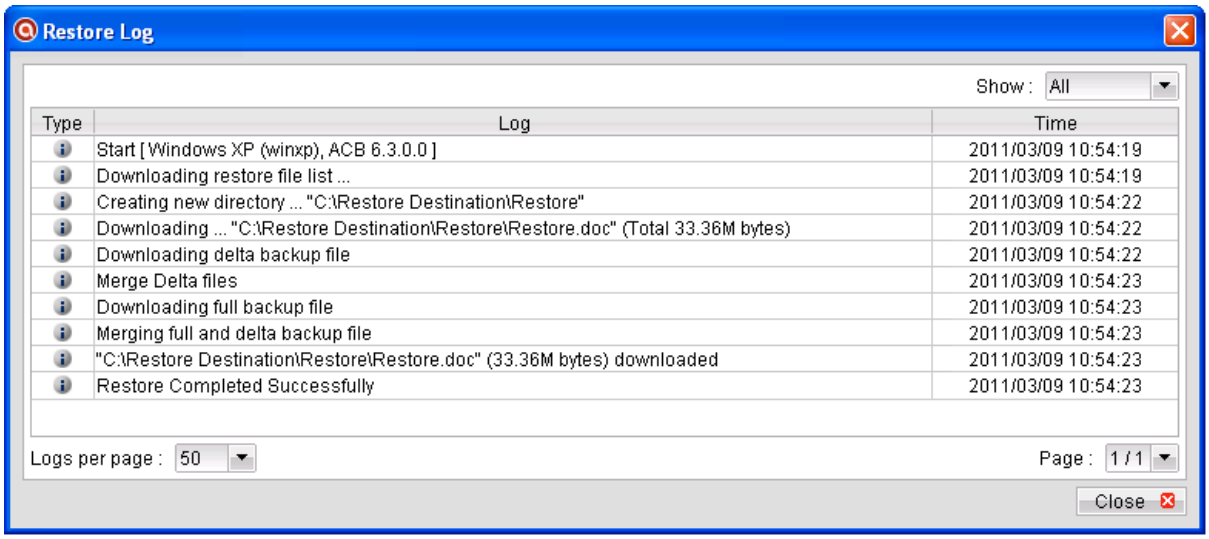


Note: Scheduled backup job may be missed if the client computer is switched off, in hibernated, standby mode. Please ensure that the computer is not in the mode stated above at the scheduled backup time.

8 Restore

This chapter describes how to perform a restore using the backup client application or web console.

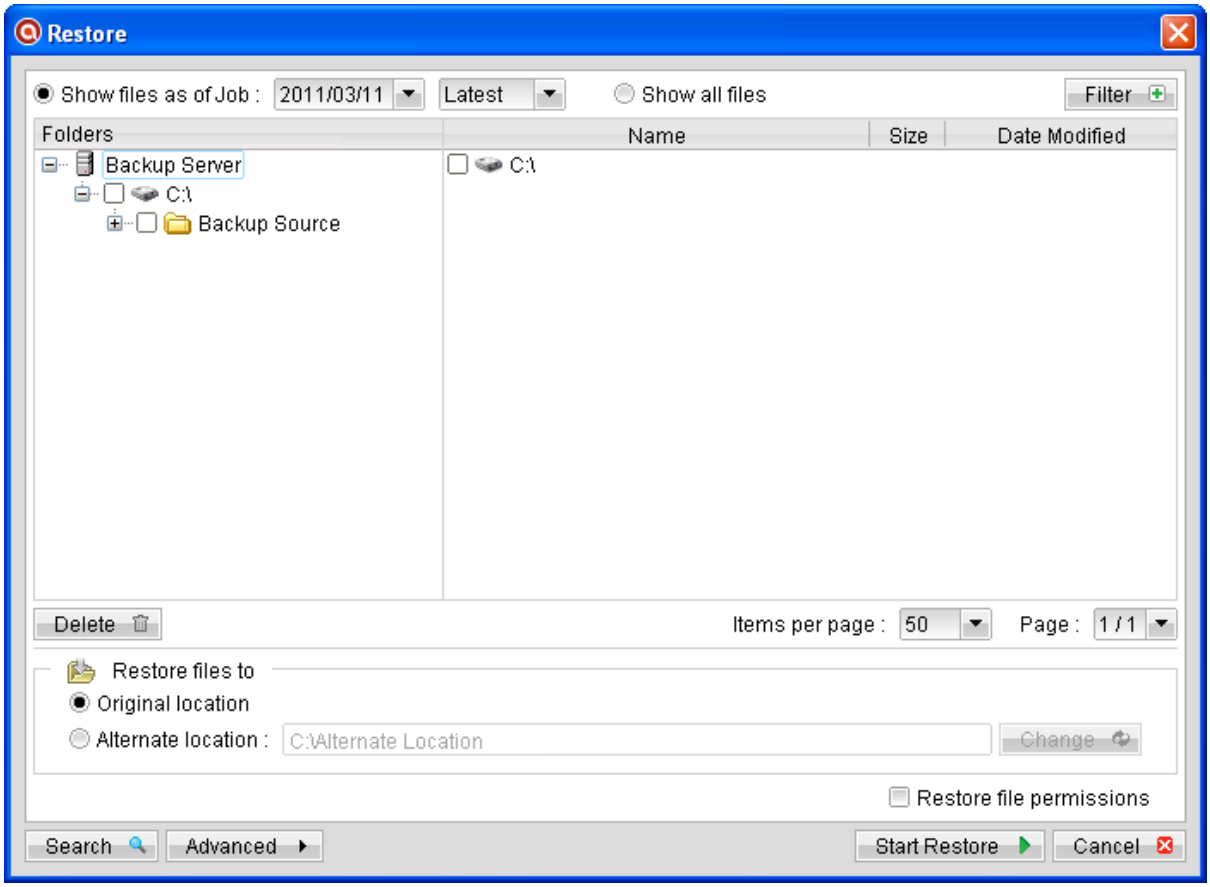
8.1 How data are restored


Restore Log
Show : All
Type
Log
Time
Start [Windows XP (winxp), ACB 6.3.0.0] 2011/03/09 10:54:19
Downloading restore file list ... 2011/03/09 10:54:19
Creating new directory ... "C:\Restore Destination\Restore" 2011/03/09 10:54:22
Downloading ... "C:\Restore Destination\Restore\Restore.doc" (Total 33.36M bytes) 2011/03/09 10:54:22
Downloading delta backup file 2011/03/09 10:54:22
Merge Delta files 2011/03/09 10:54:23
Downloading full backup file 2011/03/09 10:54:23
Merging full and delta backup file 2011/03/09 10:54:23
"C:\Restore Destination\Restore\Restore.doc" (33.36M bytes) downloaded 2011/03/09 10:54:23
Restore Completed Successfully 2011/03/09 10:54:23
Logs per page : 50
Page : 1 / 1
Close

Stages of a restore are outlined below:

1. A connection from the backup client application to the backup server is established.
2. Download the restore file list from the backup server.
3. Create the directory path for the restoration (if necessary).
4. Download the backup data from the backup server.
5. All the data will be decompressed and decrypted on the backup client computer.
6. Merging of delta files (for file with multiple delta files, if necessary).
7. Merging of combined delta file with full file.
8. Restore is completed successfully.

8.1.1 Restore Menu



Menu Items	Description
Show files as of Job	Radio button to display files available for restore as of which backup job.
[YYYY/MM/DD]	Dropdown menu to select the date of a backup job (used with the [Show files as of Job] option).
[hh/mm/ss]	Dropdown menu to select the time of a backup job (used with the [Show files as of Job] option).
Show all files	Radio button to display all files available for restore.
Filter	Click to open the filter option.
Delete	Click to delete the selected file from the backup server. **Important: Files will no longer be available for restore after they are deleted from the backup server.**
Original location	Restore directories and files to their original location.

Alternate location	Restore directories and files to an alternate location specified.
Change	Click to change the directory path of the restore destination.
Restore file permissions	Checkbox to enable or disable restore of file permission.
Search	Click to open the Search option.
Advanced	Click to open advanced option: Delete extra files - Click to synchronize the selected restore source with the restore destination during the restore process. Follow Link – Click to restore link destination's data.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Select the [Show files as of Job] to display files available as of a particular backup job.

For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

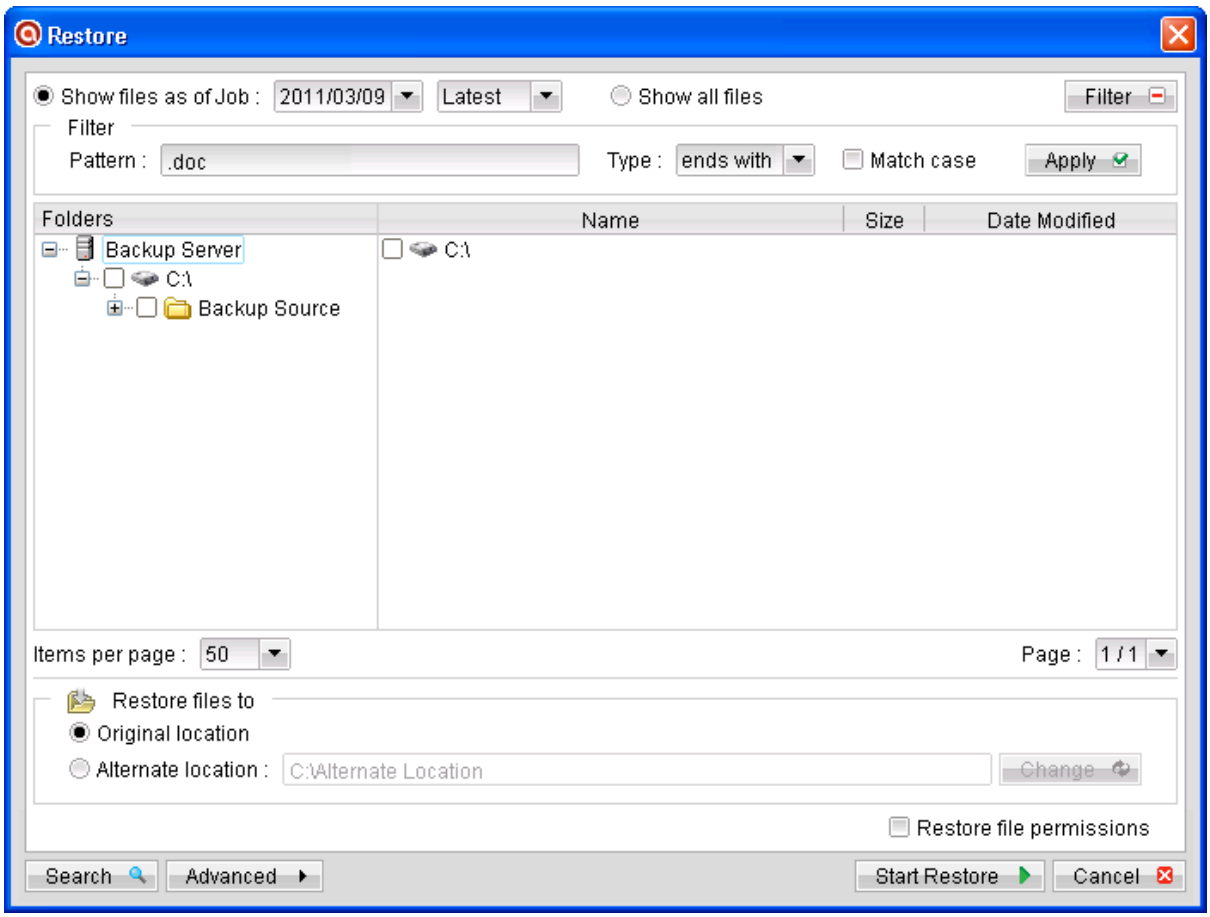
Alternatively, select the [Show all files] to display all files available for restore.

For restore to the original location on the client machine, select the [Original location] radio button.

For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

8.1.1.1 Filter

Click on the [Filter] button to expand the filter option.



Menu Items	Description
Pattern	Input box for entering the pattern of files that you would like to show.
Type	Dropdown menu for selecting the type of pattern, they includes: [contains] [exact] [starts with] [ends with]
Match case	Checkbox to enable or disable case sensitivity.
Apply	Click to apply the filter settings.

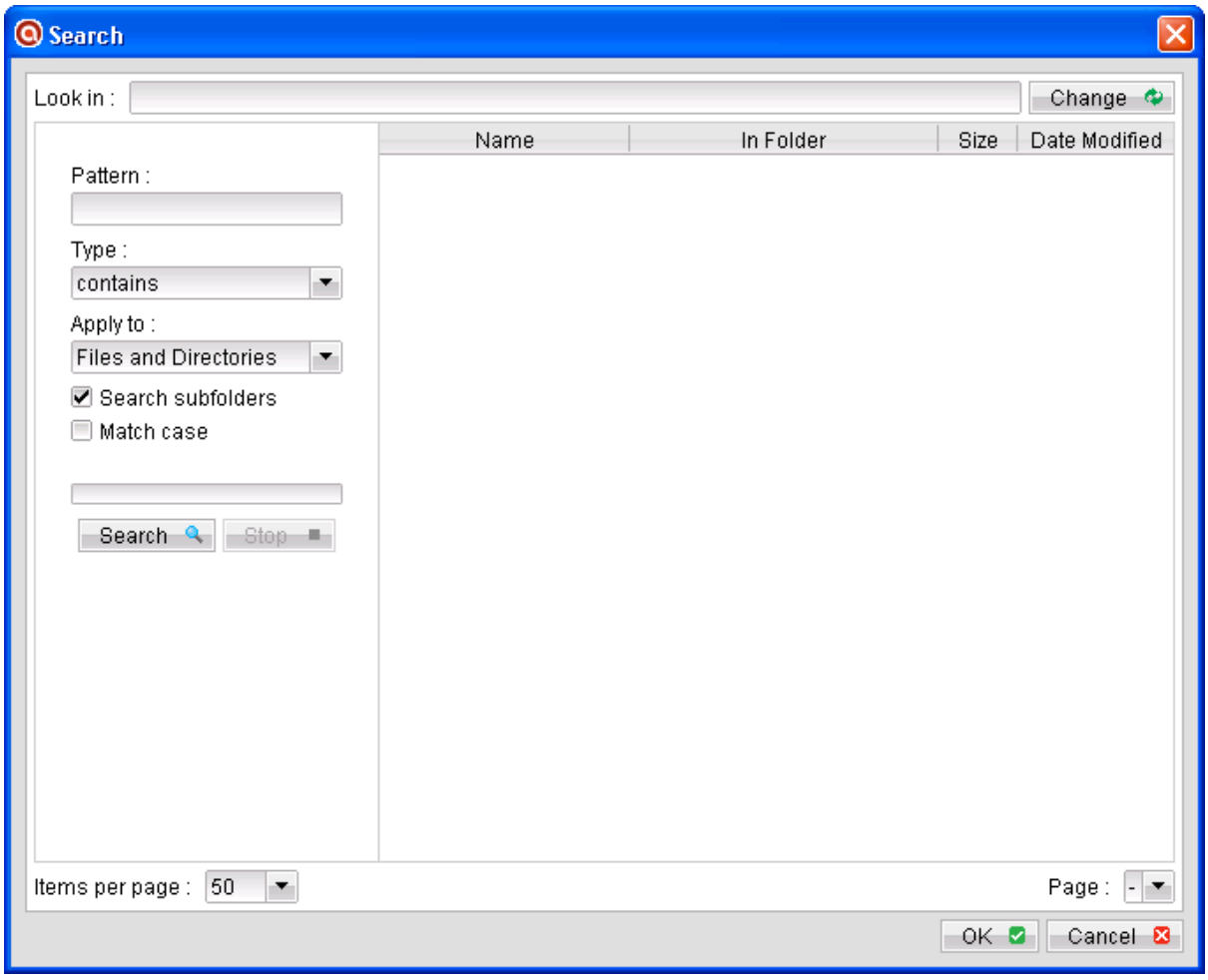
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Filter] option is useful when you want to restore only files that follow a certain pattern. For example, Microsoft Words document file that ends with .doc only.

Enter the pattern .doc into the [Pattern] textbox, select type [ends with] from the [Type] dropdown menu, and click [Apply].

8.1.2.1 Search

Click on the [Search] button to open the filter menu.



Menu Items	Description
Look in	Click on the [Change] button to browse to the search destination.
Pattern	Input box for entering the pattern of files that you would like to search for.
Type	Dropdown menu for selecting the type of pattern, they includes: [contains] [exact] [starts with] [ends with]

Apply to	Dropdown menu for selecting if the search is applied to: [Files and Directories] [Files only] [Directories]
Search subfolders	Click to enable or disable search on the subfolders of the selected [Look in] directory.
Match case	Checkbox to enable or disable case sensitivity.
Search	Click to begin the search.
Stop	Click to stop the search process.

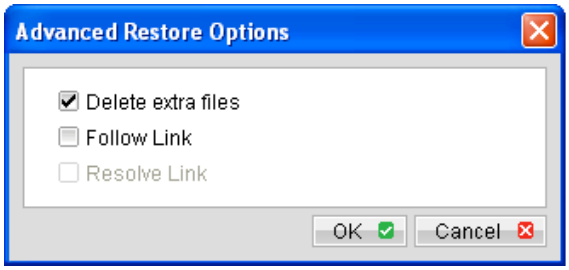
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Search] option can be used to locate a directory or file within a backup set with large amount of data. When the search is completed, user can select the data for restore in the search menu.

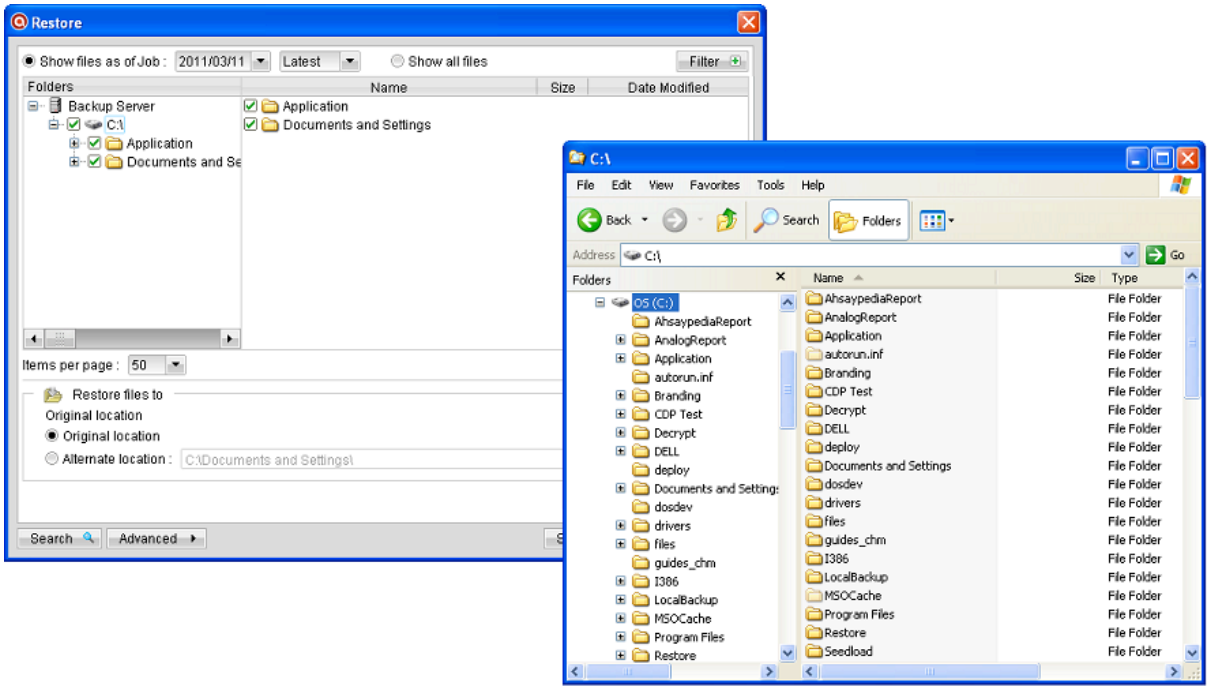
For restore that follow a certain pattern, for example, Microsoft Words document file that ends with .doc only. Enter the pattern .doc into the [Pattern] textbox, select type [ends with] from the [Type] dropdown menu, and click [Apply].

8.1.3.1 Delete extra files

Click on the [Advanced] button, select the [Delete extra files] checkbox to enable the delete extra file option.



When the [Delete extra files] option is enabled, the restore process will attempt to synchronize the selected restore source with the restore destination.

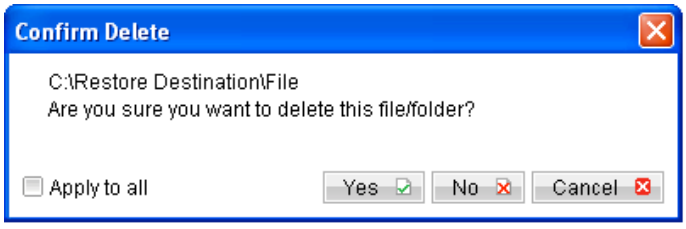


In the image above, where C:\ is selected as the restore source, and [Original location] is selected as the restore destination.

The restore process will attempt to synchronize the restore destination (current C:\ on the client machine) with the restore source (C:\ that is backed up on the backup server).

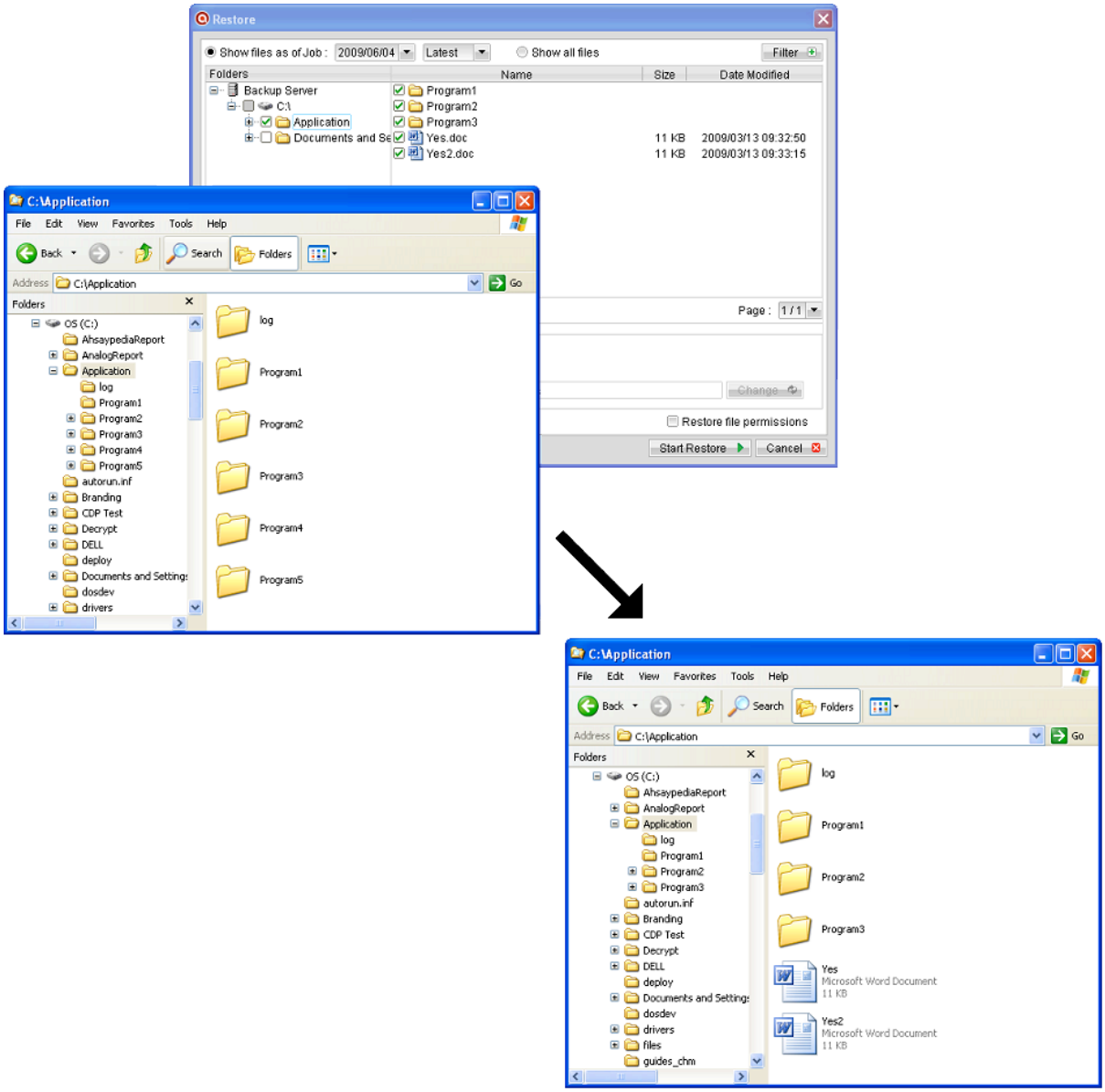
Specifically, the restore process will restore the Application, Documents and Settings folders and the data within, and then delete all other data on C:\ to mirror the restore source and destination.

Prior to the data synchronization, the backup application will prompt for confirmation:



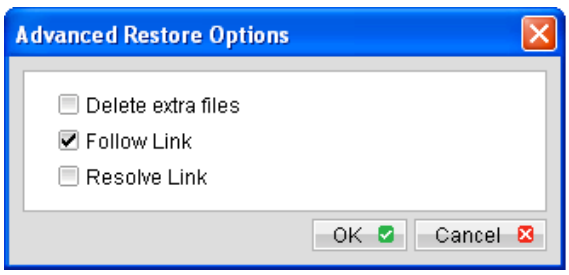
When using the [Delete extra files] option, please select the lowest possible child directories or files, instead of the highest parent directories for synchronization.

To demonstrate, assuming that you want to synchronize the restore destination (e.g. C:\Application) with the backed up C:\Application folder (restore source), select the Application folder, instead of the C:\ for restore.



8.1.4.1 Follow Link

Click on the [Advanced] button, select the [Follow Link] checkbox to enable the follow link option.

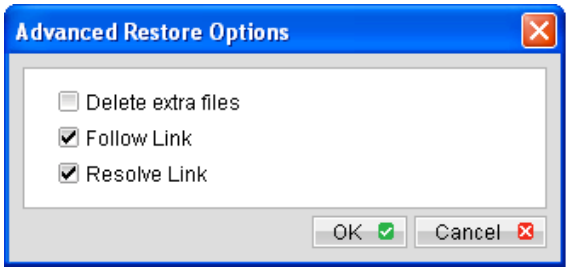


When the follow link option is enabled, not only is the symbolic link or junction point restored, but directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

Follow Link	Restore to	Action
Enabled	Original Location	Junction points are restored to the original location. Follow Link option enabled for backup - Target directories and files are restored to the original location. Follow Link option disabled for backup - Target directories and files are not restored.
	Alternate Location	Junction points are restored to the location specified. Follow Link option enabled for backup - Target directories and files are restored to the location specified. Follow Link option disabled for backup - Target directories and files are not restored.
Disabled	Original Location	Junction points are restored to the original location. No data is restored to the junction point's destination.
	Alternate Location	Junction points are restored to the location specified. No data is restored to the junction point's destination.

8.1.5.1 Resolve Link



Note that the resolve link option is only available when the restore destination is configured to [Alternate location], and [Resolve Link] must be used in conjunction with the [Follow Link] option.

When the resolve link option is enabled, the junction point would be restored, and directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

Resolve Link	Action
Enabled	Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path. Target of the junction is updated to the new relative path. In other words, junction now points to the new alternate location).
Disabled	Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path. Target of the junction is not updated to the new relative path. In other words, junction now points to the original location.

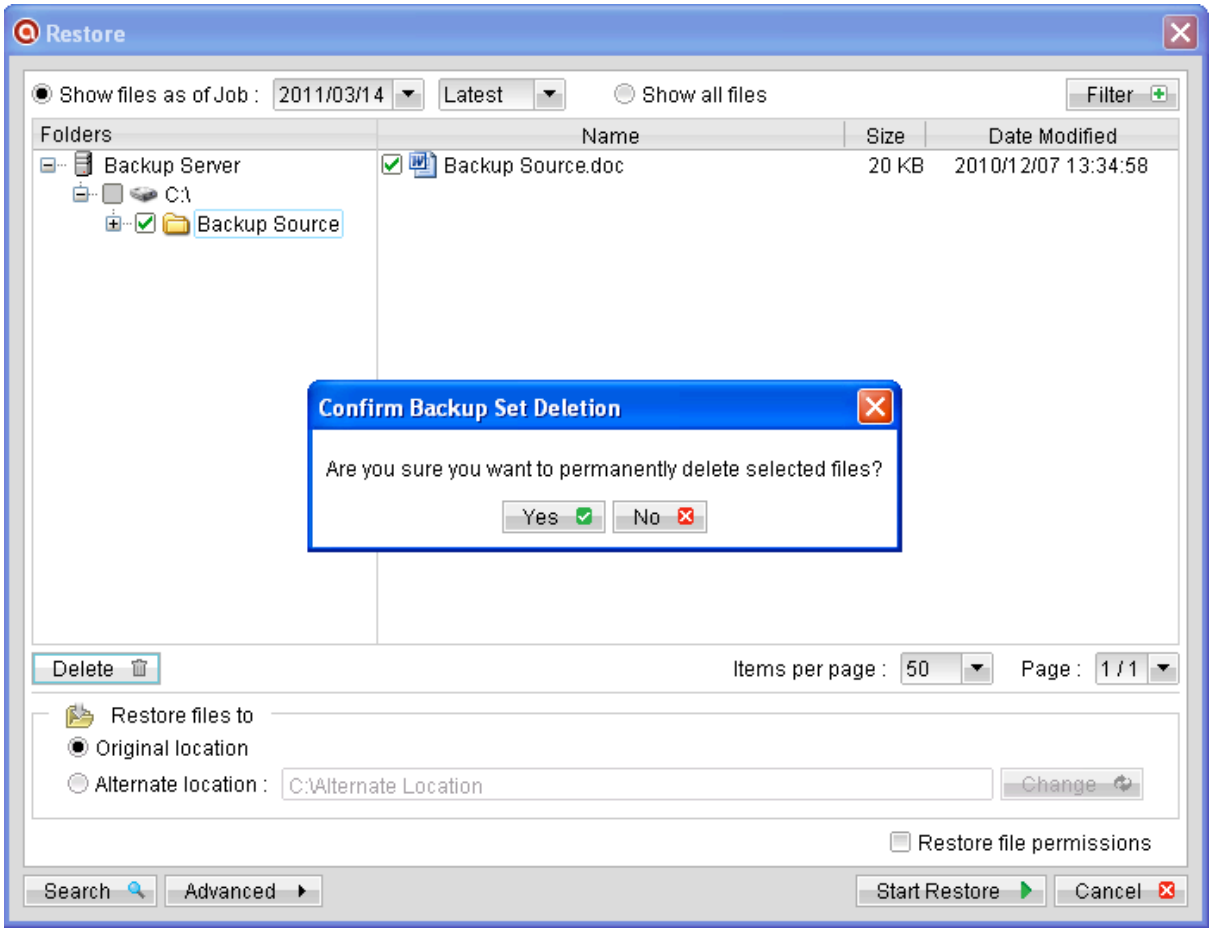
8.1.6.1 Delete backed up directories and files on backup server

Click on the [Delete] button to delete backed up data that reside on the backup server.

This option is useful for removing backed up directories or files on server that is no longer required.

Select the checkboxes beside the corresponding directories or files that you would like to delete, and click [Delete].

Prior to the data removal, the backup application will prompt for confirmation:



Important: Files will no longer be available for restore after they are deleted from the backup server.

8.2 How to start a restore

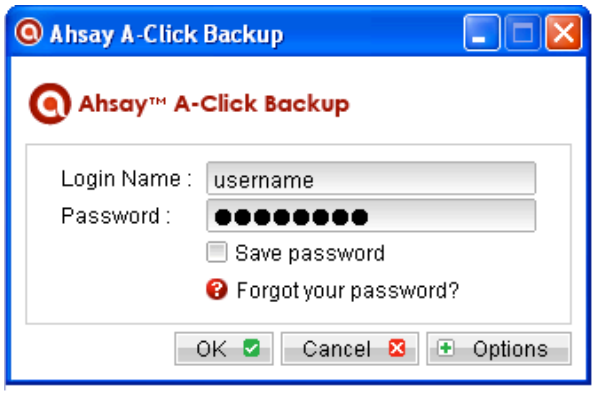
There are two methods for restoring data:

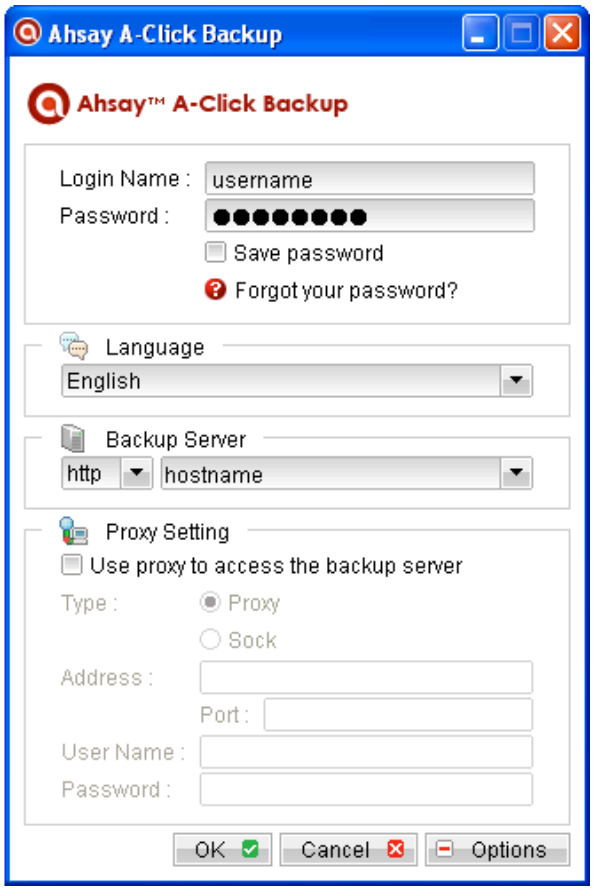
- Method 1 - Use of the backup client application's user interface for restore on the client machine.
- Method 2 - Use of the web console interface for restore anywhere.

8.2.1 Restore using the ProCloudACB user interface

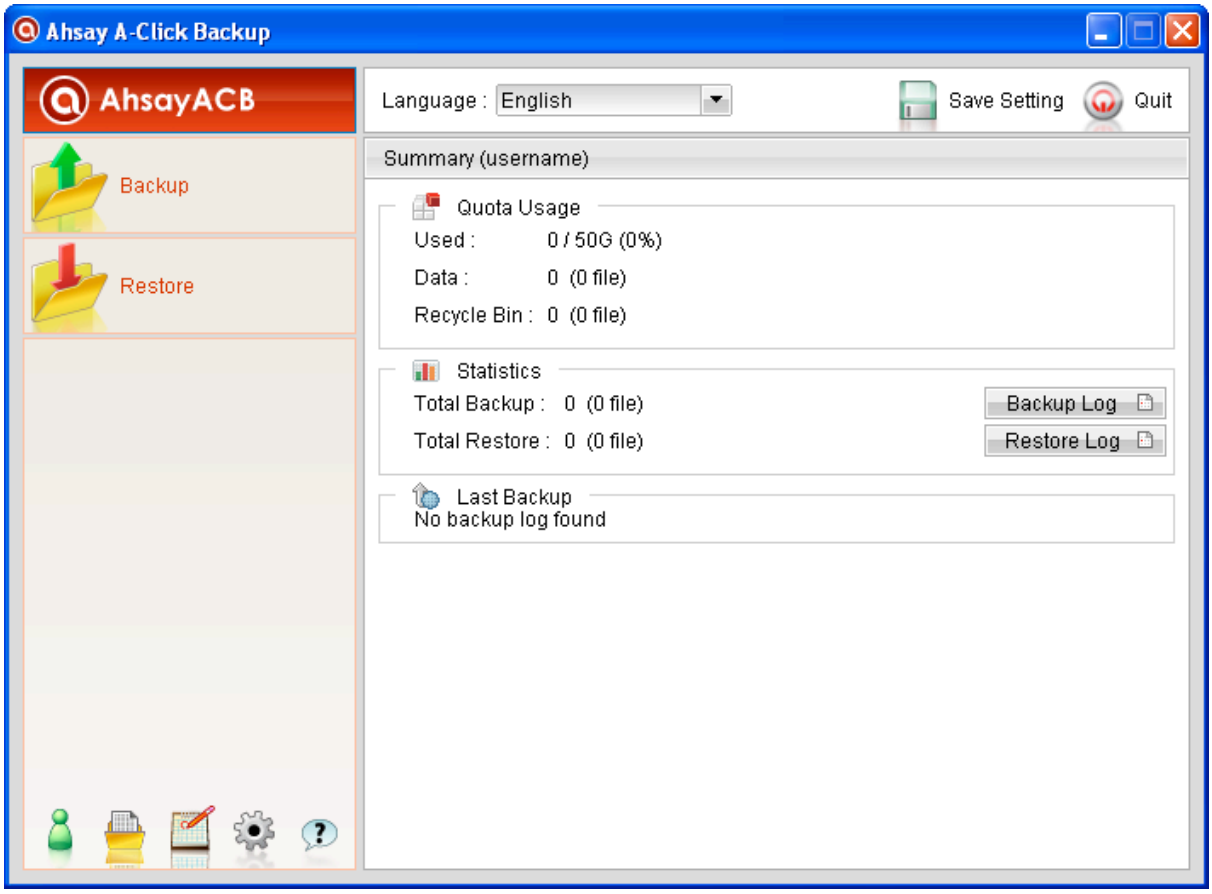
Refer to the following steps for restore using the backup application's user interface:

1. Login to the backup application's user interface.





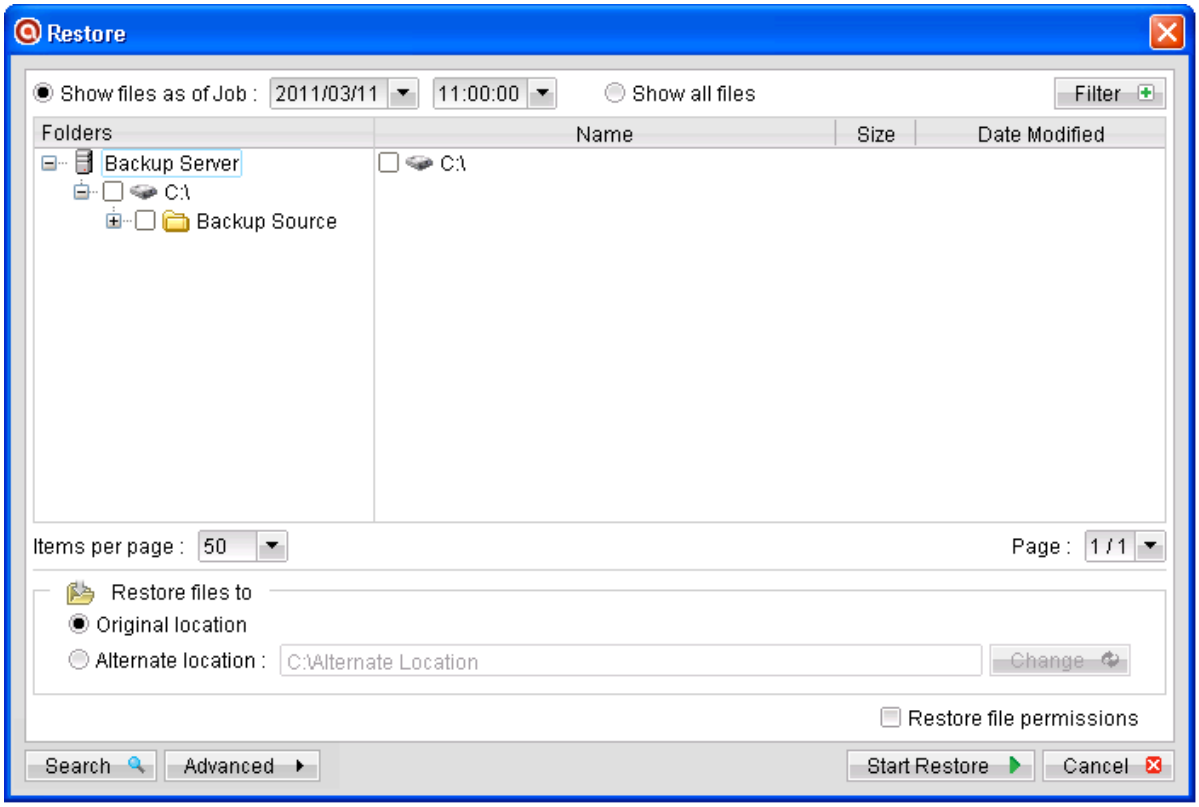
2. Click on the [Restore] button on the backup application's main window to open the Restore Menu.



3. Select the [Show files as of Job] to display files available as of a particular backup job.

   For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

   Select the [Show all files] to display all files available for restore.



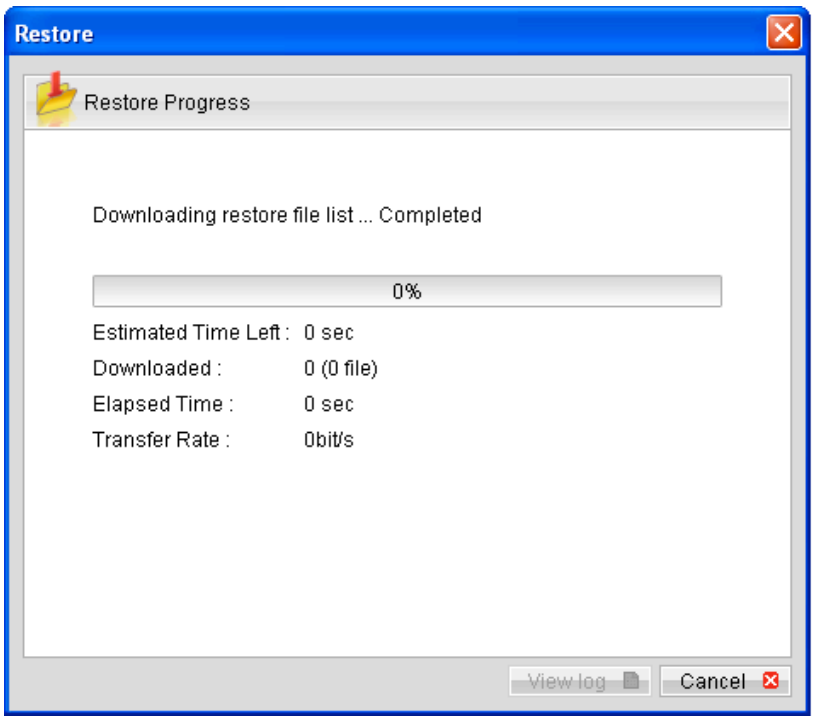
4. Expand the directories by selecting the ⊞ button beside a folder.

5. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the sections above.

6. For restore to the original location on the client machine, select the [Original location] radio button.

   For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

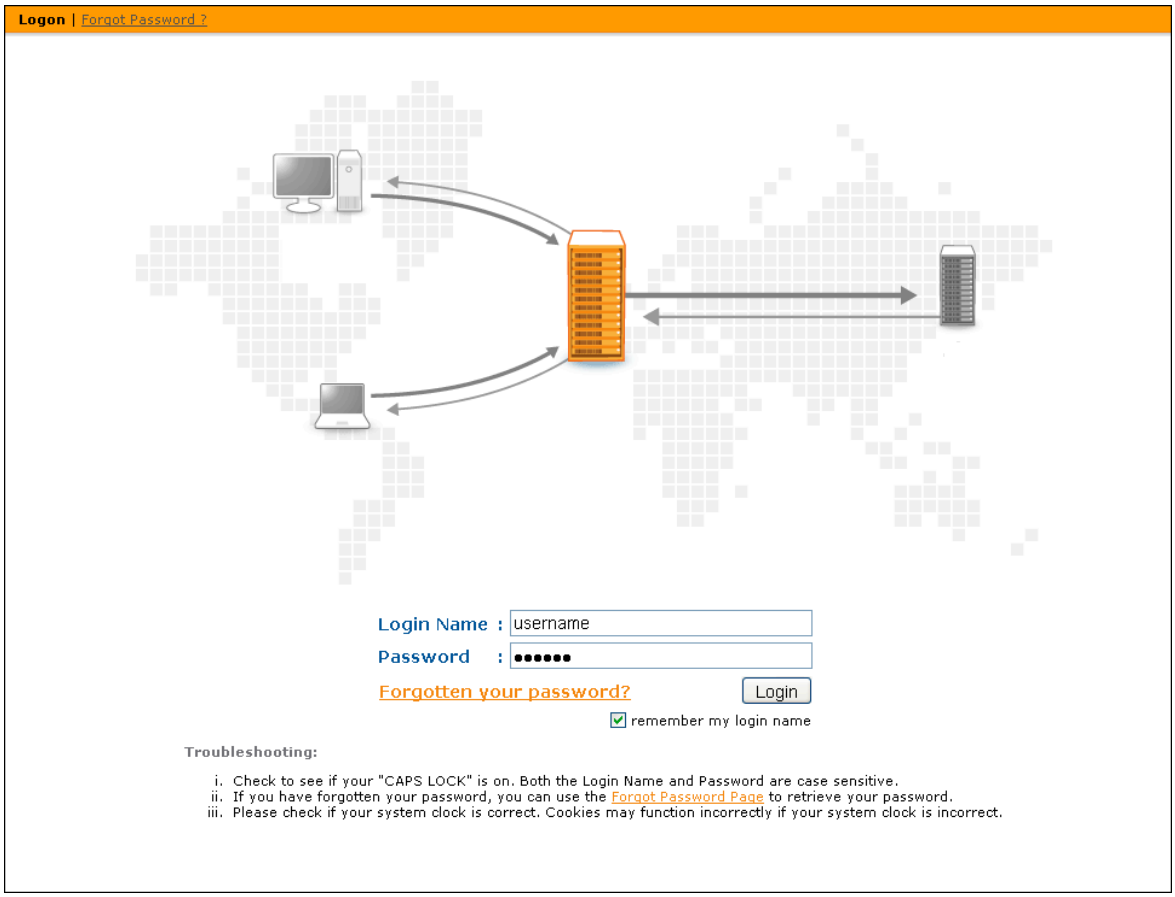
7. Click [Start Restore] to begin the restore process.


Restore
Restore Progress
Downloading restore file list ... Completed
0%
Estimated Time Left : 0 sec
Downloaded : 0 (0 file)
Elapsed Time : 0 sec
Transfer Rate : 0bit/s
View log
Cancel

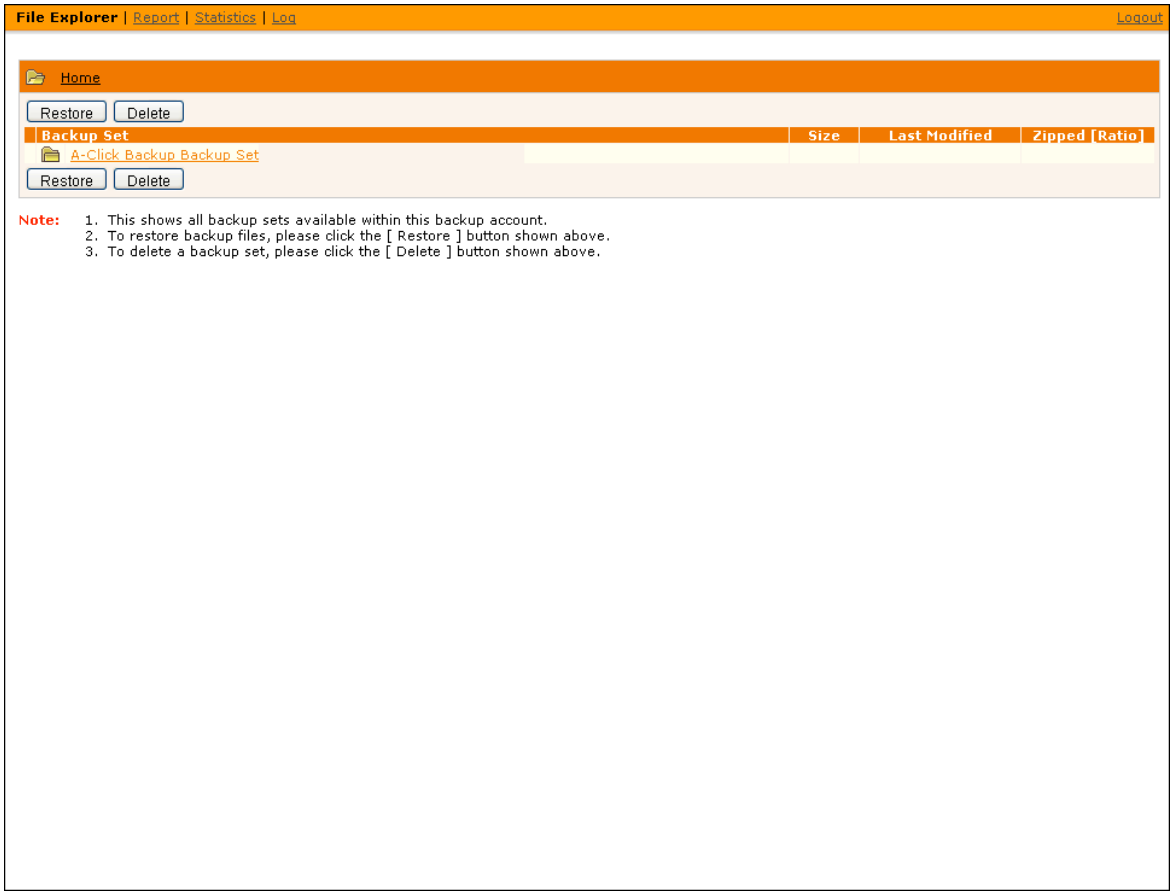
8.2.2 Restore using the web interface

Refer to the following steps for restore using the web interface:

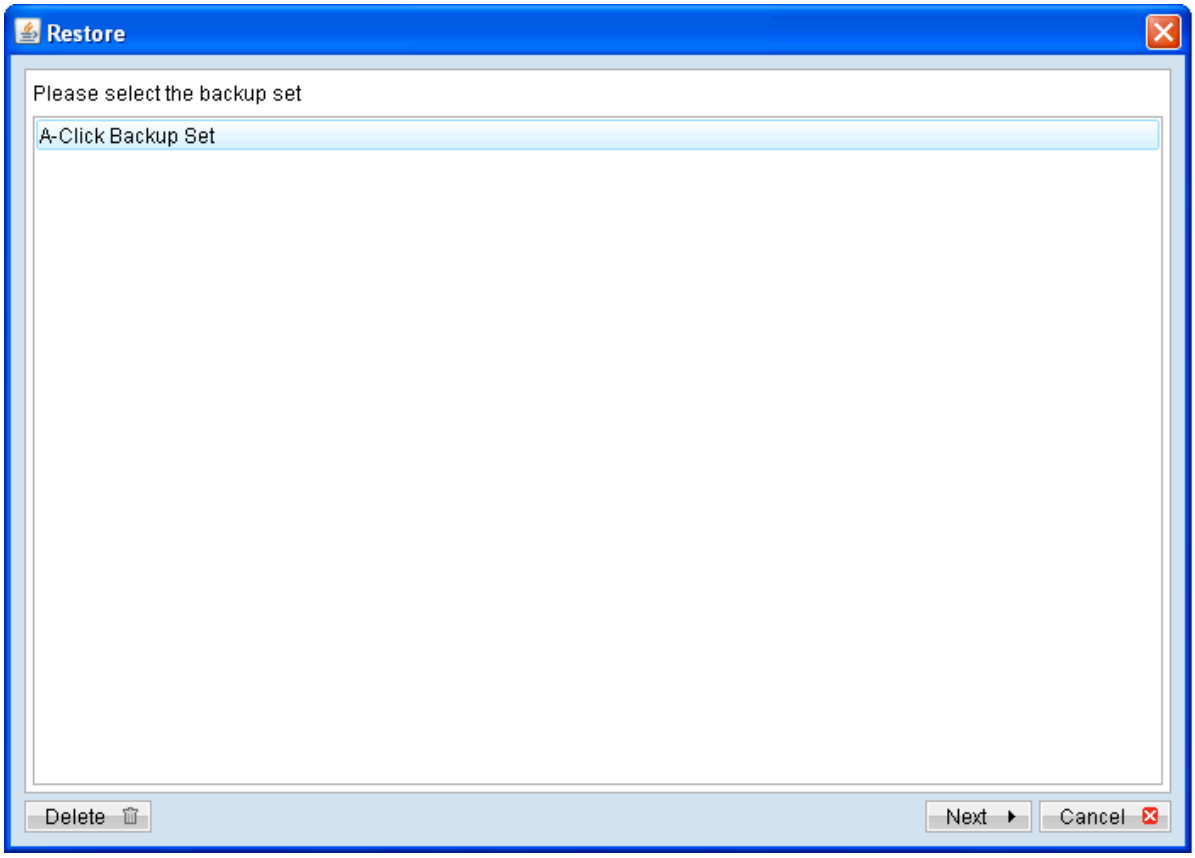
1. Login to the web interface.


Logon | Forgot Password ?
Login Name : username
Password : ••••••
Forgotten your password?
Login
remember my login name
Troubleshooting:
i. Check to see if your "CAPS LOCK" is on. Both the Login Name and Password are case sensitive.
ii. If you have forgotten your password, you can use the Forgot Password Page to retrieve your password.
iii. Please check if your system clock is correct. Cookies may function incorrectly if your system clock is incorrect.

2. Click on the [File Explorer] tab at the top menu of the web interface.


File Explorer | Report | Statistics | Log
Logout
Home
Restore
Delete
Backup Set
Size
Last Modified
Zipped [Ratio]
A-Click Backup Backup Set
Restore
Delete
Note:
1. This shows all backup sets available within this backup account.
2. To restore backup files, please click the [Restore] button shown above.
3. To delete a backup set, please click the [Delete] button shown above.

3. Click on the [Restore] button to open the web restorer applet:

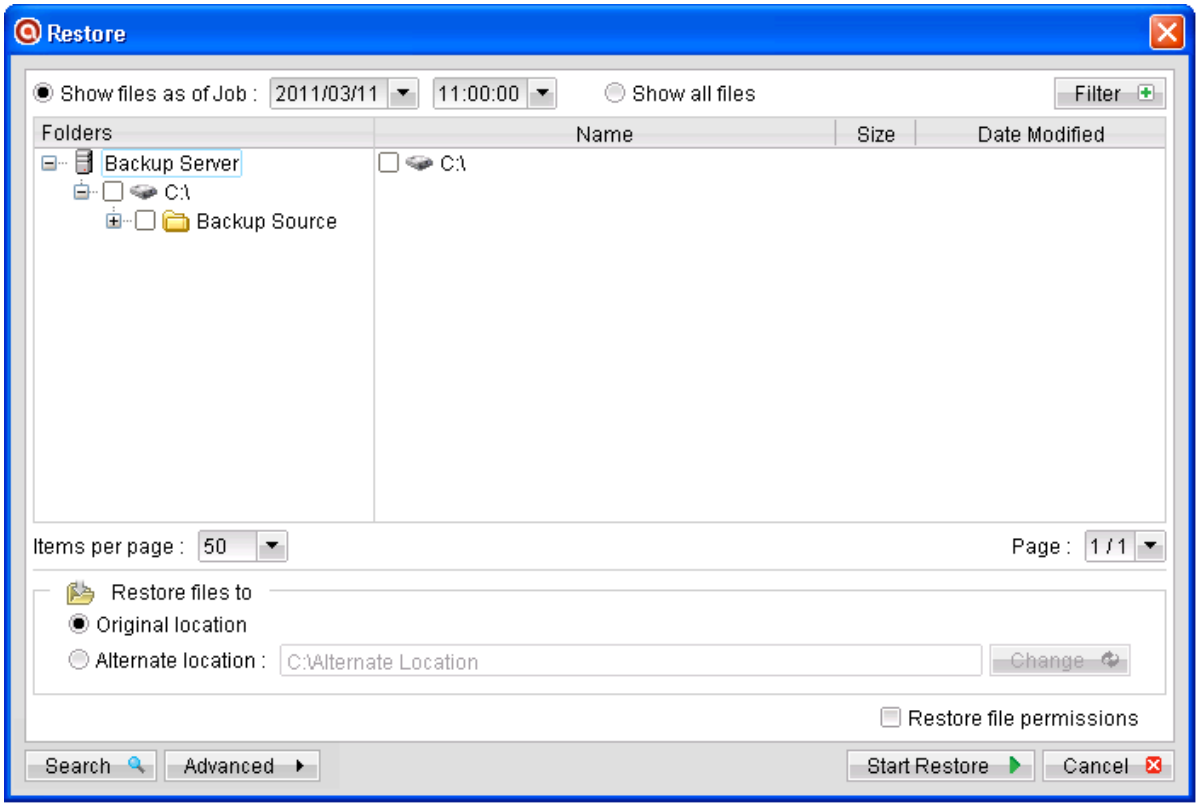


4. Select the corresponding backup set and press [Next]

5. Select the [Show files as of Job] to display files available as of a particular backup job.

   For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

   Select the [Show all files] to display all files available for restore.



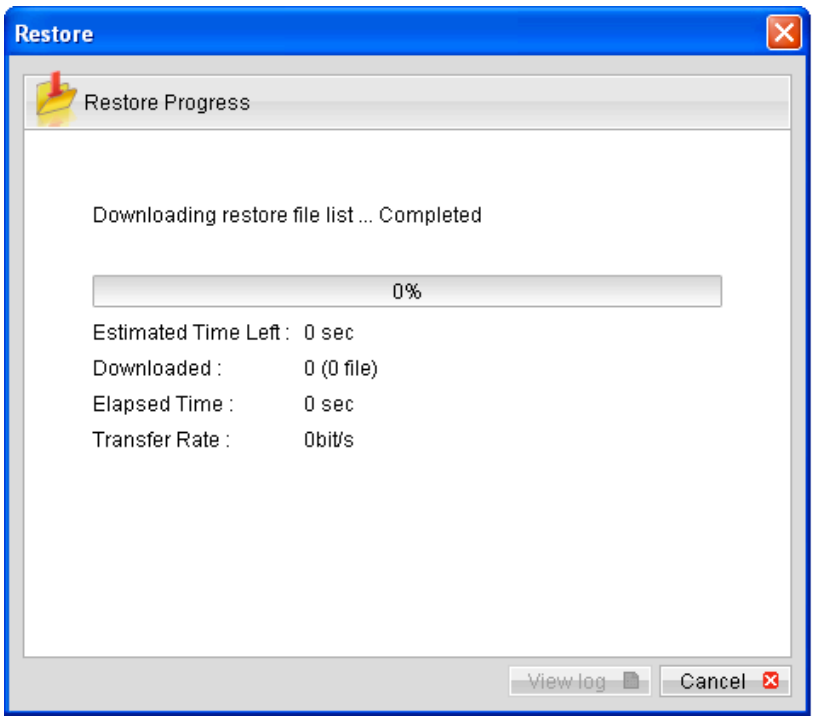
6. Expand the directories by selecting the ⊞ button beside a folder.

7. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the earlier sections of this guide.

8. For restore to the original location on the client machine, select the [Original location] radio button.

   For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

9. Click [Start Restore] to begin the restore process.



8.3 IP restriction for restore using the web interface

IP address restriction can be imposed on the backup server to restrict computer with un-authorized IP address from restoring data using the web interface.

This can only be done by the administrator of the backup server. Please consult your service provider for more information on this option.

9 Email Reporting

This chapter describes the various email reports sent by the backup server to the backup user.

9.1 Welcome email

Welcome email is sent to the contact email address of newly created backup user account.

Sample Report

Welcome to Ahsay Online Backup Services > username
Backup Manager [Administrator@csmail2010.local]
Sent: Thursday, August 25, 2011 4:36 AM
To: support
Welcome to Ahsay Online Backup Services
Generated at: Thu Aug 25 04:36:48 HKT 2011
Getting started:
Please download and install the client for AhsayACB:
Windows XP / 2003 / Vista / 2008 / 7
Mac OS X
Further Information:
If further assistance is required, please refer to the FAQs.
User Setting
Login Name :username
Alias :username
Password :4QrcOUm6Wau+VuBX8g+IPg==
Language :English
Contact :username@csmail2010.local
Backup Quota :50G

A welcome email contains the following information:

Key	Description
Getting started	Download link to download the backup application.
Further Information	Download link to the Frequently Asked Questions document of the backup application.
User Setting	User setting information including: Login Name – Login name of the newly created user account. Alias - Alias of the newly created backup user account.

	Password – Password (in hashed format) of the newly created backup user account. Language - Preferred language for all email reports sent to the newly created backup user account. Contact - Contact email address of the newly created backup user account. Backup Quota - Backup quota assigned for the newly created backup user account.

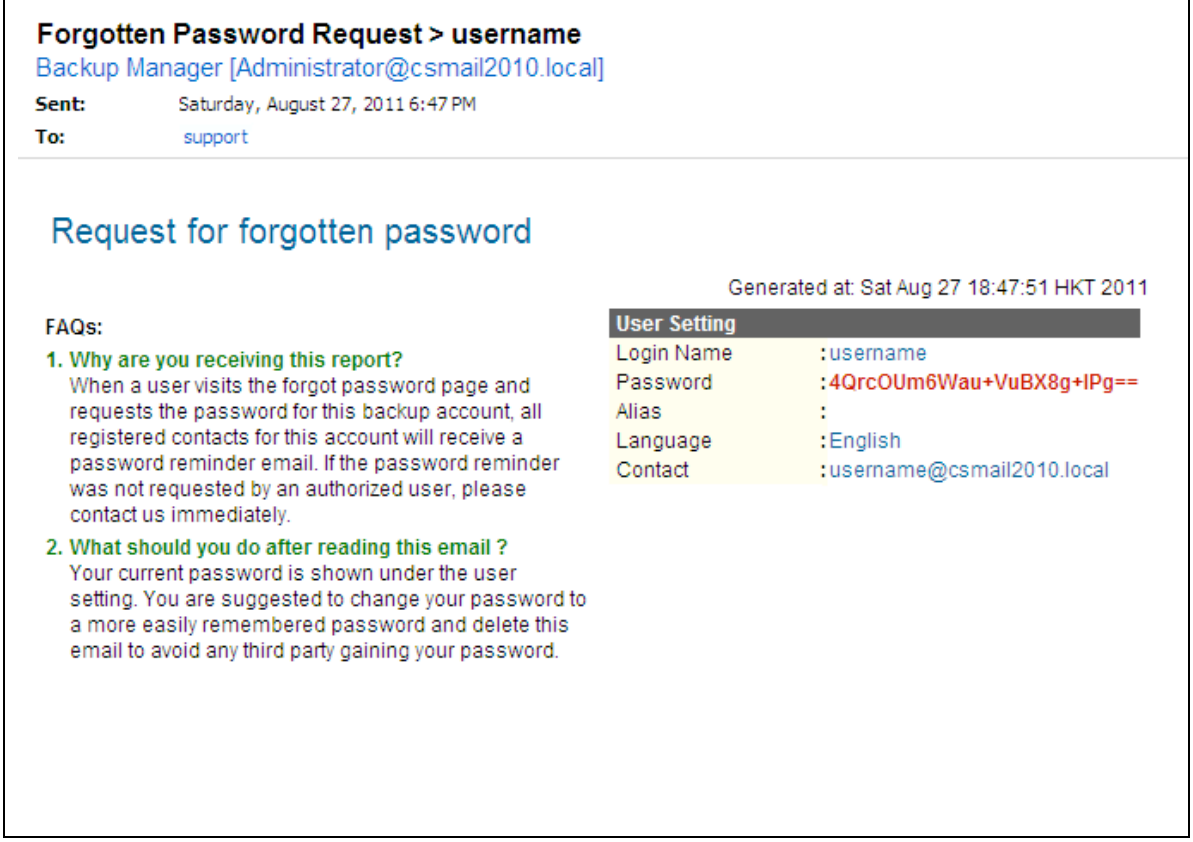
*The availability of report listed above may be service provider dependent. If a report is not available, please check with your service provider for further details and availability.

9.2 Forgotten password email

A backup account user can retrieve his / her password by requesting for a forgotten password email, which is sent to the contact email address of a backup user account.

User can request for a forgotten password email by clicking on the [Forgot your password?] button on the backup application's login dialog, or the [Forgotten your password?] button on the web console login page.

Sample Report

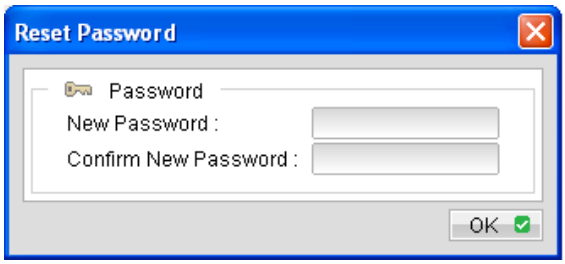

Forgotten Password Request > username
Backup Manager [Administrator@csmail2010.local]
Sent: Saturday, August 27, 2011 6:47 PM
To: support
Request for forgotten password
Generated at: Sat Aug 27 18:47:51 HKT 2011
FAQs:
1. Why are you receiving this report?
When a user visits the forgot password page and requests the password for this backup account, all registered contacts for this account will receive a password reminder email. If the password reminder was not requested by an authorized user, please contact us immediately.
2. What should you do after reading this email ?
Your current password is shown under the user setting. You are suggested to change your password to a more easily remembered password and delete this email to avoid any third party gaining your password.
User Setting
Login Name :username
Password :4QrcOUm6Wau+VuBX8g+IPg==
Alias :
Language :English
Contact :username@csmail2010.local

A forgotten password email contains the following information:

Key	Description
User Setting	User setting information including: Login Name – Login name of the backup user account. Password –Password (in hashed format) of the backup user account. Alias - Alias of the backup user account. Language - Preferred language for all email reports sent to the backup user account. Contact - Contact email address of the backup user account.

The hashed password can be used for login to the web console, or the backup application user interface.

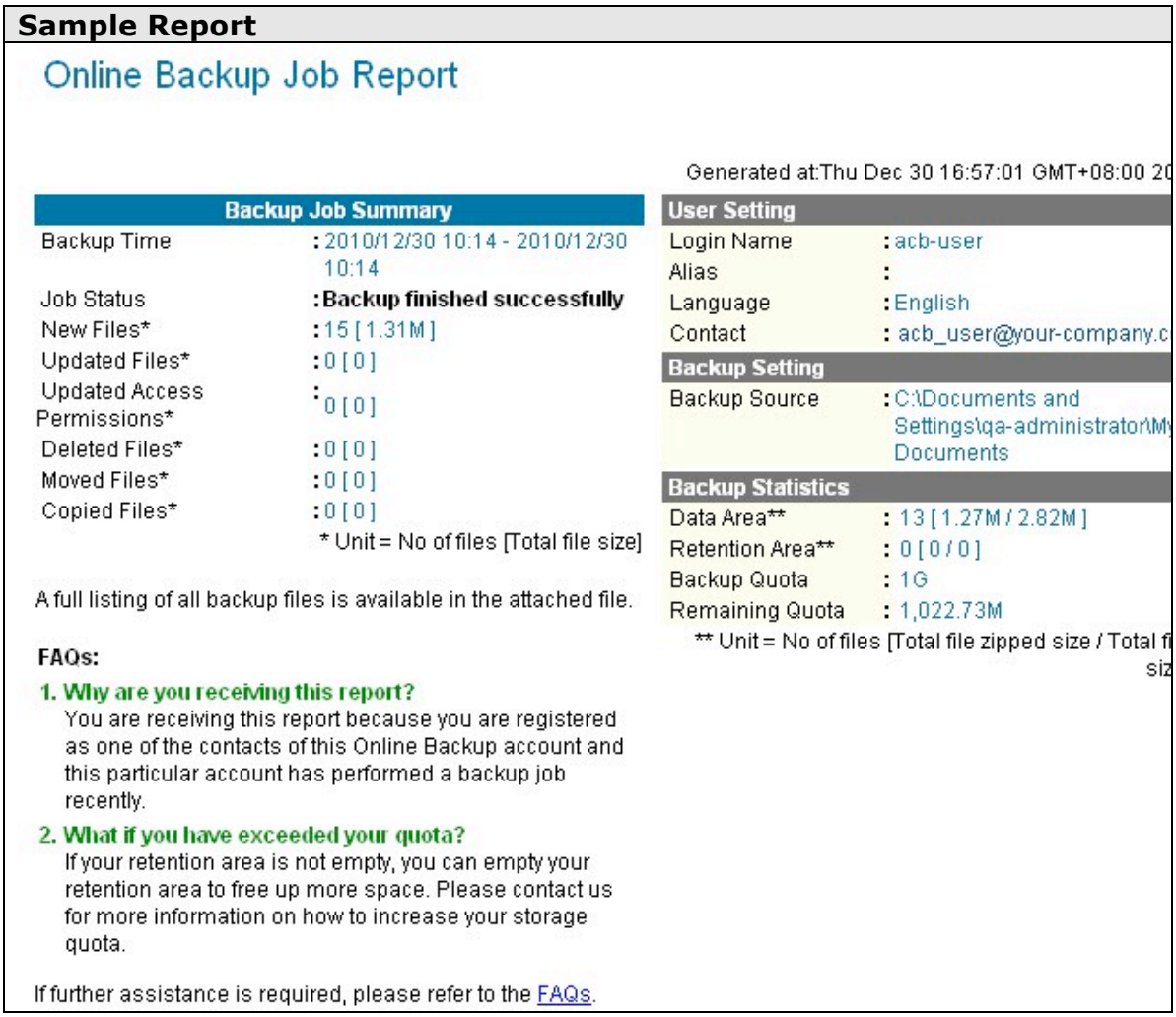
After logging into the backup application, the user will be prompted to reset the password.



9.3 Backup Job Report

For each backup job that you have run, a backup job report will be sent to you by email. This report contains a summary for the backup job that was run and a full listing of all files being backed up by the backup job. The backup summary report contains the following information:

Sample Report



Online Backup Job Report

Generated at:Thu Dec 30 16:57:01 GMT+08:00 20

Backup Job Summary

Backup Time	: 2010/12/30 10:14 - 2010/12/30 10:14
Job Status	: **Backup finished successfully**
New Files*	: 15 [1.31M]
Updated Files*	: 0 [0]
Updated Access Permissions*	: 0 [0]
Deleted Files*	: 0 [0]
Moved Files*	: 0 [0]
Copied Files*	: 0 [0]

* Unit = No of files [Total file size]

A full listing of all backup files is available in the attached file.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.c

Backup Setting

Backup Source	: C:\Documents and Settings\qa-administrator\M Documents

Backup Statistics

Data Area**	: 13 [1.27M / 2.82M]
Retention Area**	: 0 [0 / 0]
Backup Quota	: 1G
Remaining Quota	: 1,022.73M

** Unit = No of files [Total file zipped size / Total fi siz

FAQs:

1. Why are you receiving this report?
You are receiving this report because you are registered as one of the contacts of this Online Backup account and this particular account has performed a backup job recently.

2. What if you have exceeded your quota?
If your retention area is not empty, you can empty your retention area to free up more space. Please contact us for more information on how to increase your storage quota.

If further assistance is required, please refer to the FAQs.

A forgotten password email contains the following information:

Key	Description
Backup Time	The time when the backup job ran.
Job Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information."
New Files	Total number and size of backup files added to your backup set.
Updated Files	Total number and size of backup files updated in your backup set.
Updated Access	Total number and size of backup files with file permission

Permissions.	updated in your backup set.
Deleted Files	Total number and size of backup files deleted from your backup set.
Moved Files	Total number and size of backup files relocated in your backup set.
Copied Files	Total number and size of backup files copied to another location in your backup set
Login Name	Login Name
Alias	Alias
Language	Preferred Language for your backup report.
Contact	Email Address that will be used to contact you.
Backup Source	All files/directories that will be backed up.
Data Area	The total backup data stored in the data area.
Retention Area	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.
Backup Quota	Backup quota
Remaining Quota	Remaining quota

The full backup report, which contains a full listing of all files backed up by the backup job, is attached to the backup job report email as a zip file. You need to unzip it before you can read the full report.

Sample Report

Full Backup Report

Generated at: Thu Dec 30 16:57:01 GMT+08:00 2010

Backup Job Summary	
Login Name	acb-user
Backup Set	Ahsay A-Click Backup Backup Set (1293675240829)
Backup Job	2010-12-30 (10:14)
Job Status	Backup finished successfully
Backup Time	2010/12/30 10:14 - 2010/12/30 10:14 (HKT)

Backup Job Statistics	
New Files*	15 [1.3M / 3.1M (58%)]
Updated Files*	0 [0 / 0 (0%)]
Permission Updated Files*	0 [0 / 0 (0%)]
Deleted Files*	0 [0 / 0 (0%)]
Moved Files*	0 [0 / 0 (0%)]
Copied Files*	0 [0 / 0 (0%)]

* Unit = No of files [Total file zipped size / Total file size (ratio)]

Backup Logs

No.	Type	Timestamp	Backup Logs
1	Info	2010/12/30 10:14	Start [Windows 2003 (qa-w3r-sql08-ld85) , AhsayACB 6.2.2.0]
2	Info	2010/12/30 10:14	Start creating Shadow Copy Set ...
3	Info	2010/12/30 10:14	Shadow Copy Set successfully created
4	Info	2010/12/30 10:14	Deleting Shadow Copy snapshot for volume "C:\"

New Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
1	C:\	1.5k / 0 [0%]	-
2	C:\Documents and Settings	1.5k / 0 [0%]	-
3	C:\Documents and Settings\qa-administrator	1.5k / 0 [0%]	-
4	C:\Documents and Settings\qa-administrator\My Documents	1.5k / 0 [0%]	-
5	C:\Documents and Settings\qa-administrator\My Documents\admin.id	4.1k / 4.4k [5%]	2010/06/23 18:48
6	C:\Documents and Settings\qa-administrator\My Documents\admindata.xml	1.9k / 714 [0%]	2010/12/30 09:12
7	C:\Documents and Settings\qa-administrator\My Documents\afrikaan.dic	392.6k / 565.1k [31%]	2009/05/27 03:40
8	C:\Documents and Settings\qa-administrator\My Documents\AgentRunner.ns*	35.4k / 320k [89%]	2010/12/30 09:07
9	C:\Documents and Settings\qa-administrator\My Documents\alog4.ntf	21k / 320k [93%]	2010/12/30 09:07
10	C:\Documents and Settings\qa-administrator\My Documents\arabic.dic	255.3k / 437.6k [42%]	2009/05/27 03:40
11	C:\Documents and Settings\qa-administrator\My Documents\archlg50.ntf	109.9k / 402k [73%]	2010/12/21 17:29
12	C:\Documents and Settings\qa-administrator\My Documents\aus.dic	454.4k / 677.6k [33%]	2009/05/27 03:40
13	C:\Documents and Settings\qa-administrator\My Documents\autosave.ntf	30k / 320k [91%]	2010/12/30 09:07
14	C:\Documents and Settings\qa-administrator\My Documents\billing.ntf	25.3k / 164.5k [85%]	2010/12/21 17:29
15	C:\Documents and Settings\qa-administrator\My Documents\desktop.ini	1.6k / 87 [0%]	2010/06/22 14:55

Updated Files

No.	Files	Zipped / Size [Ratio]	Last Modified
	No files have been updated.		

Permission Updated Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
	No Permissions have been updated.		

Deleted Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
	No files have been deleted.		

Moved Files

No.	Files	Zipped / Size [Ratio]	Last Modified
	No files have been moved.		

Copied Files

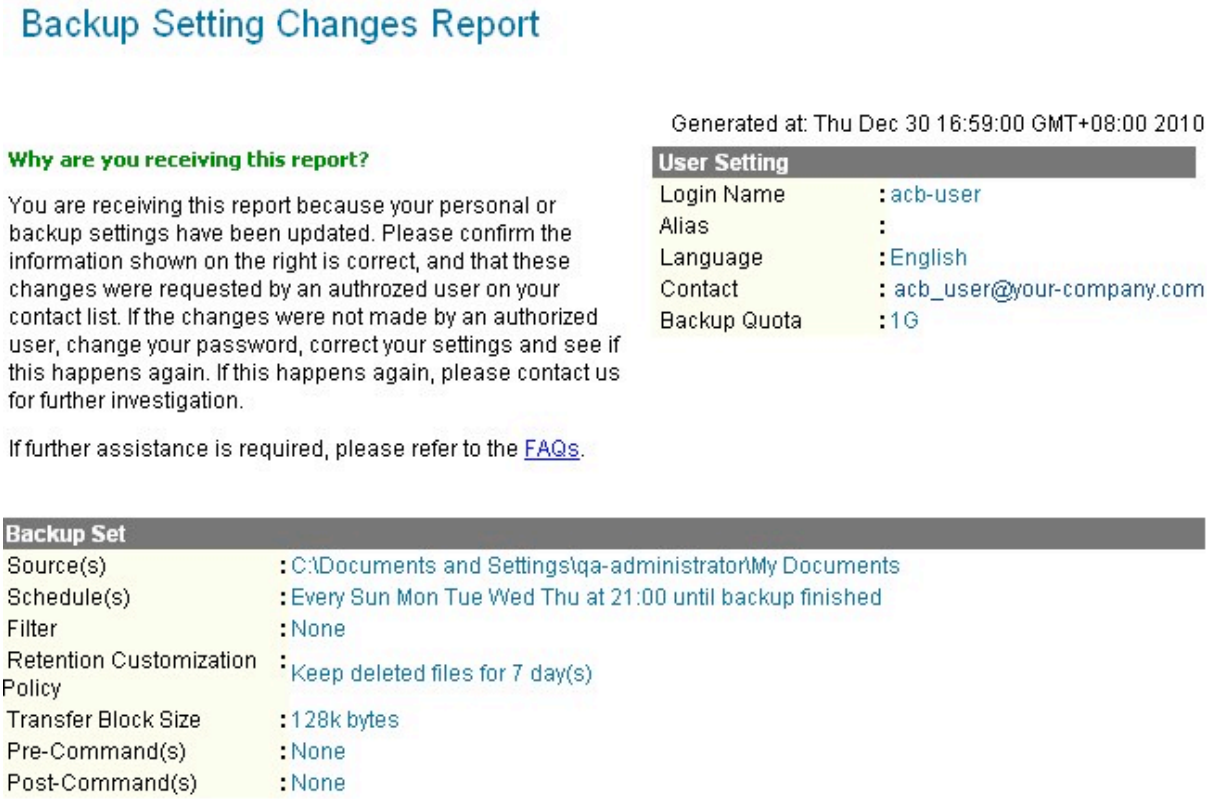
No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
	No files have been copied.		

Key	Description
Login Name	Login name
Backup Set	The name of the backup set.
Backup Job	The name of the backup job (which is the start time of the backup job).
Job Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report form more information.
Backup Time	The time when the backup job ran.
Backup Logs	All messages logged when running this backup job.
New Files	Total number and size of backup files added to your backup set.
Updated Files	Total number and size of backup files updated in your backup set.
Permission Update Files	Total number and size of backup files with file permission updated in your backup set.
Deleted Files	Total number and size of backup files deleted from your backup set.
Moved Files	Total number and size of backup files relocated in your backup set.
Copied Files	Total number and size of backup files copied to another location in your backup set.
New File List	Full list of all backup files added to your backup set.
Updated File List	Full list of all backup files updated in your backup set.
Permission Updated File List	Full list of all backup files with file permission updated in your backup set.
Deleted File List	Full list of all backup files deleted from your backup set.
Moved File List	Full list of all backup files relocated in your backup set.
Copied File list	Full list of all backup files copied to another location in your backup set.

9.4 Setting Change Report

After you have updated your user profile or backup setting, a setting change report will be sent to you. This report allows you to track record of the changes that have been made to your backup account.

Sample Report



Backup Setting Changes Report

Generated at: Thu Dec 30 16:59:00 GMT+08:00 2010

Why are you receiving this report?

You are receiving this report because your personal or backup settings have been updated. Please confirm the information shown on the right is correct, and that these changes were requested by an authrozed user on your contact list. If the changes were not made by an authorized user, change your password, correct your settings and see if this happens again. If this happens again, please contact us for further investigation.

If further assistance is required, please refer to the FAQs.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.com
Backup Quota	: 1G

Backup Set

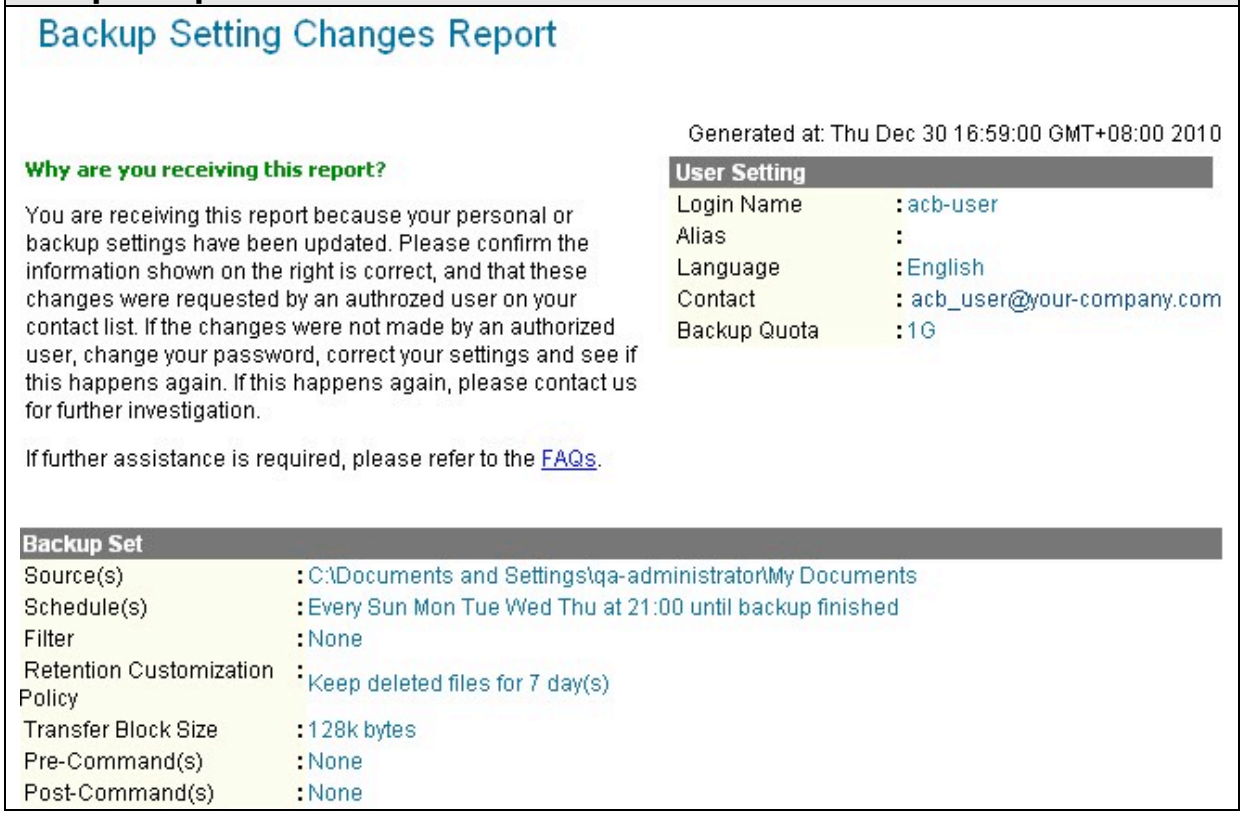
Source(s)	: C:\Documents and Settings\qa-administrator\My Documents
Schedule(s)	: Every Sun Mon Tue Wed Thu at 21:00 until backup finished
Filter	: None
Retention Customization Policy	: Keep deleted files for 7 day(s)
Transfer Block Size	: 128k bytes
Pre-Command(s)	: None
Post-Command(s)	: None

Key	Description
Login Name	Login Name
Alias	Alias
Language	Preferred Language for your backup reports
Contact	Email Address that will be used to contact you.
Backup Quota	Backup Quota
Source(s)	All backup sources of the backup set.
Schedule(s)	All backup schedules of the backup set.
Filter	All backup filters of the backup set.
Retention Customization Policy	The retention policy of the backup set.
Transfer Block Size	The transfer block size of the backup set.
Pre-Command(s)	All Pre-Command(s) of the backup set.
Post-Command(s)	All Post-Command(s) of the backup set.

9.5 Inactive User Reminder

You will receive an inactive user reminder in email if your account has been left inactive for the period of 7 days (or the period specified by the system administrator). This is to remind you that you have not been running backup for more than 7 days. If you are a free trial user, your account will be removed from the system automatically if the system can track no records of your backup activities in the next 30 days after receiving this report.

Sample Report



Backup Setting Changes Report

Generated at: Thu Dec 30 16:59:00 GMT+08:00 2010

Why are you receiving this report?

You are receiving this report because your personal or backup settings have been updated. Please confirm the information shown on the right is correct, and that these changes were requested by an authrozed user on your contact list. If the changes were not made by an authorized user, change your password, correct your settings and see if this happens again. If this happens again, please contact us for further investigation.

If further assistance is required, please refer to the FAQs.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.com
Backup Quota	: 1G

Backup Set

Source(s)	: C:\Documents and Settings\qa-administrator\My Documents
Schedule(s)	: Every Sun Mon Tue Wed Thu at 21:00 until backup finished
Filter	: None
Retention Customization Policy	: Keep deleted files for 7 day(s)
Transfer Block Size	: 128k bytes
Pre-Command(s)	: None
Post-Command(s)	: None

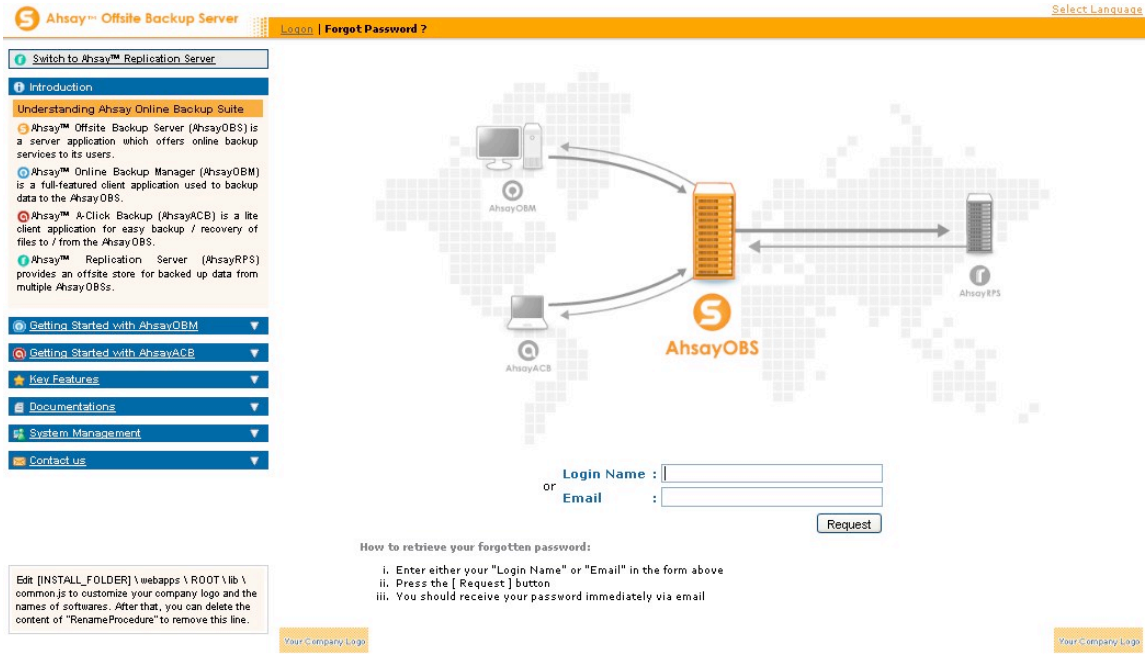
Key	Description
Login Name	The login name of the user.
Alias	Alias
Language	Preferred Language for your backup reports.
Contact	Email Address that will be used to contact you.
Last Login Time	The last time you logon to the backup system.
Last Backup Time	The last time you ran a backup job.

10 Web Features

Other than the features of ProCloudACB described in previous chapters, the web interface of ProCloudOBS provides you access to some additional features that are not available in ProCloudACB. This chapter describes each of these features in details.

10.1 Request Forgotten Password

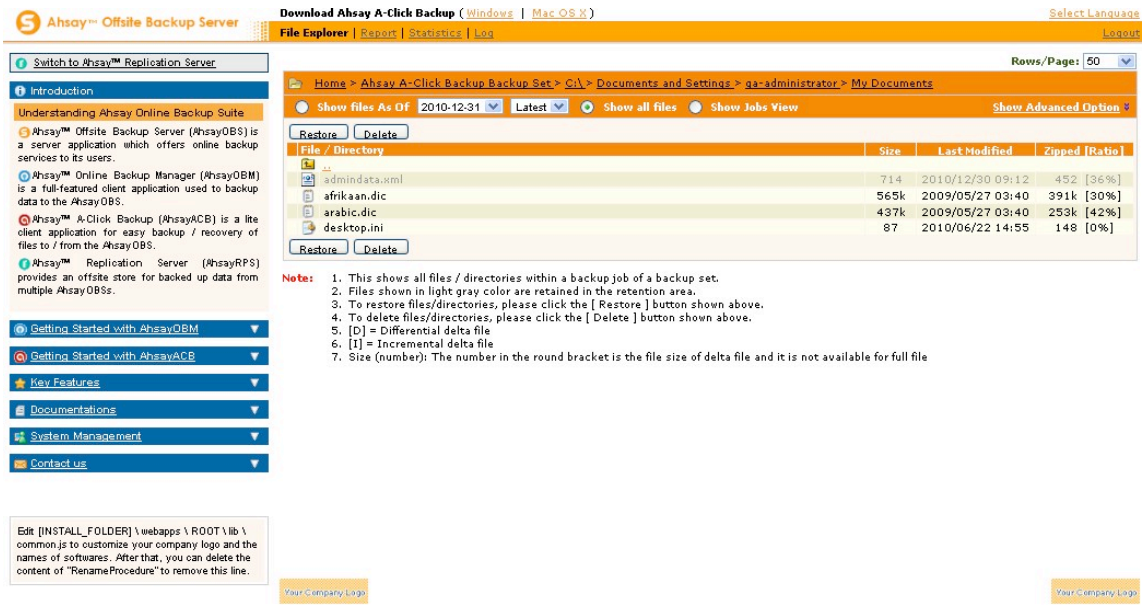
If you have forgotten your password, you can retrieve it by simply entering your login name or your registered email address on the [Password Request] form and press the [Request] button. Your password will be sent to your registered email address automatically.


Ahsay™ Offsite Backup Server
Logon | Forgot Password ?
Select Language
Switch to Ahsay™ Replication Server
Introduction
Understanding Ahsay Online Backup Suite
Ahsay™ Offsite Backup Server (AhsayOBS) is a server application which offers online backup services to its users.
Ahsay™ Online Backup Manager (AhsayOBM) is a full-featured client application used to backup data to the AhsayOBS.
Ahsay™ A-Click Backup (AhsayACB) is a lite client application for easy backup / recovery of files to / from the AhsayOBS.
Ahsay™ Replication Server (AhsayRPS) provides an offsite store for backed up data from multiple AhsayOBSs.
Getting Started with AhsayOBM
Getting Started with AhsayACB
Key Features
Documentations
System Management
Contact us
Edit [INSTALL_FOLDER] \ webapps \ ROOT \ lib \ common.js to customize your company logo and the names of softwares. After that, you can delete the content of "RenameProcedure" to remove this line.
AhsayOBM
AhsayACB
AhsayOBS
AhsayRPS
Login Name :
or
Email :
Request
How to retrieve your forgotten password:
i. Enter either your "Login Name" or "Email" in the form above
ii. Press the [Request] button
iii. You should receive your password immediately via email
Your Company Logo
Your Company Logo

10.2 Restore/Delete/Undelete Backup Files

Using the [File Explorer], you can browse through the backup data (both current and previous versions) on ProCloudOBS. You can select any current backup files to Restore or Delete. You can also select any deleted backup files (in gray) to Undelete.

Note: Restore of native features, e.g. file attributes/file permission/symbolic links/junction points are not supported by the Web Restore Applet.


Ahsay™ Offsite Backup Server
Download Ahsay A-Click Backup (Windows | Mac OS X)
Select Language
File Explorer | Report | Statistics | Log
Logout
Switch to Ahsay™ Replication Server
Introduction
Understanding Ahsay Online Backup Suite
Rows/Page: 50
Home > Ahsay A-Click Backup Backup Set > C:\ > Documents and Settings > qa-administrator > My Documents
Show files As Of 2010-12-31 Latest Show all files Show Jobs View
Show Advanced Option
Restore Delete
File / Directory Size Last Modified Zipped [Ratio]
admindata.xml 714 2010/12/30 09:12 452 [36%]
afrikaan.dic 565k 2009/05/27 03:40 391k [30%]
arabic.dic 437k 2009/05/27 03:40 253k [42%]
desktop.ini 87 2010/06/22 14:55 148 [0%]
Restore Delete
Note:
1. This shows all files / directories within a backup job of a backup set.
2. Files shown in light gray color are retained in the retention area.
3. To restore files/directories, please click the [Restore] button shown above.
4. To delete files/directories, please click the [Delete] button shown above.
5. [D] = Differential delta file
6. [I] = Incremental delta file
7. Size (number): The number in the round bracket is the file size of delta file and it is not available for full file
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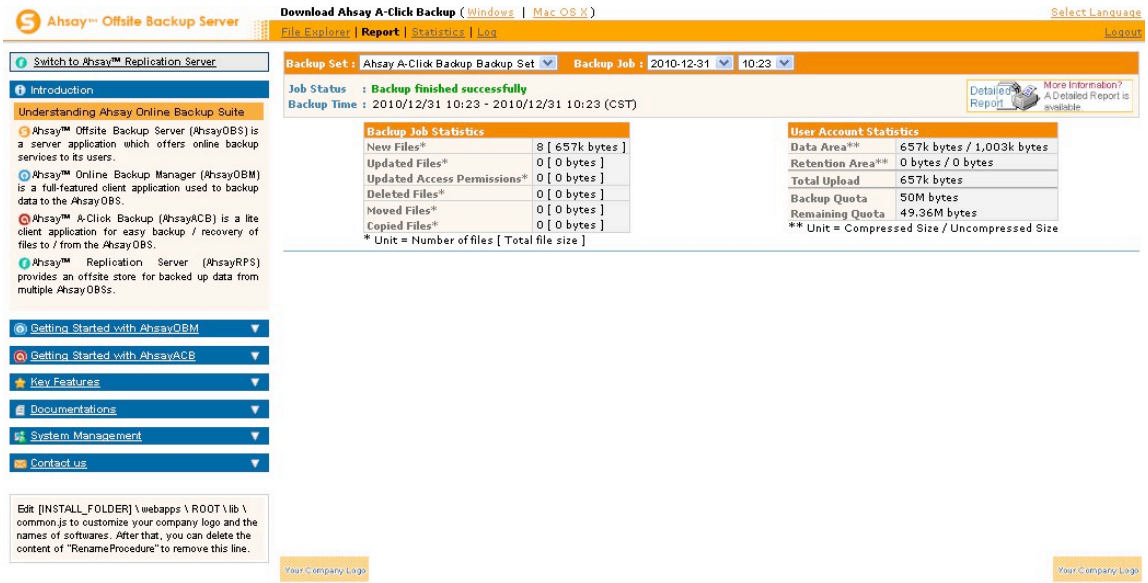
Edit [INSTALL_FOLDER] \ webapps \ ROOT \ lib \ common.js to customize your company logo and the names of softwares. After that, you can delete the content of "RenameProcedure" to remove this line.
Your Company Logo
Your Company Logo

10.3 Review Backup Jobs

In addition to reviewing your backup activities from the email report and from ProCloudACB, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, select the required backup job from the [Backup Set] and [Backup Job] drop-down lists.


Ahsay™ Offsite Backup Server
Download Ahsay A-Click Backup (Windows | Mac OS X)
Select Language
File Explorer | Report | Statistics | Log
Logout
Switch to Ahsay™ Replication Server
Introduction
Understanding Ahsay Online Backup Suite
Backup Set : Ahsay A-Click Backup Backup Set
Backup Job : 2010-12-31 10:23
Job Status : Backup finished successfully
Backup Time : 2010/12/31 10:23 - 2010/12/31 10:23 (CST)
Detailed Report
More Information? A Detailed Report is available
Backup Job Statistics
New Files* 8 [657k bytes]
Updated Files* 0 [0 bytes]
Updated Access Permissions* 0 [0 bytes]
Deleted Files* 0 [0 bytes]
Moved Files* 0 [0 bytes]
Copied Files* 0 [0 bytes]
* Unit = Number of files [Total file size]
User Account Statistics
Data Area** 657k bytes / 1,003k bytes
Retention Area** 0 bytes / 0 bytes
Total Upload 657k bytes
Backup Quota 50M bytes
Remaining Quota 49.36M bytes
** Unit = Compressed Size / Uncompressed Size
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Key	Description
Job Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please click the [Detailed Report] image on the page.
Backup Time	The time when the backup job ran.

New Files	Total number and size of backup files added to your backup set.
Updated Files	Total number and size of backup files updated in your backup set.
Permission Updated File	Total number and size of backup files with file permission updated in your backup set.
Deleted Files	Total number and size of backup files deleted from your backup set.
Moved Files	Total number and size of backup files relocated in your backup set.
Copied Files	Total number and size of backup files copied to another location in your backup set.
Data Area	The total backup data stored in the data area.
Retention Area	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system
Total Upload	Total number and size of backup files uploaded to the backup server.
Backup Quota	Backup Quota
Remaining Quota	Remaining Quota

You can open the [Full Backup Report] to review all information logged by a backup job by clicking the [Detailed Report] image on the [Report] panel.

Full Backup Report

Full Backup Report

Generated at: Fri Dec 31 10:24:04 GMT+08:00 2010

Backup Job Summary	
Login Name	NewAccount
Backup Set	Ahsay A-Click Backup Backup Set (1293762195313)
Backup Job	2010-12-31 (10:23)
Job Status	Backup finished successfully
Backup Time	2010/12/31 10:23 - 2010/12/31 10:23 (CST)

Backup Job Statistics	
New Files*	8 [657.4k / 1,003.5k (34%)]
Updated Files*	0 [0 / 0 (0%)]
Permission Updated Files*	0 [0 / 0 (0%)]
Deleted Files*	0 [0 / 0 (0%)]
Moved Files*	0 [0 / 0 (0%)]
Copied Files*	0 [0 / 0 (0%)]

* Unit = No of files [Total file zipped size / Total file size (ratio)]

Backup Logs

No.	Type	Timestamp	Backup Logs
1	Info	2010/12/31 10:23	Start [Windows 2003 (qa-w3x-sql08-ld85), AhsayACB 6.2.2.0]
2	Info	2010/12/31 10:23	Start creating Shadow Copy Set ...
3	Info	2010/12/31 10:23	Shadow Copy Set successfully created
4	Info	2010/12/31 10:23	Deleting Shadow Copy snapshot for volume "C:\"

New Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
1	C:\	1.5k / 0 [0%]	-
2	C:\Documents and Settings	1.5k / 0 [0%]	-
3	C:\Documents and Settings\qa-administrator	1.5k / 0 [0%]	-
4	C:\Documents and Settings\qa-administrator\My Documents	1.5k / 0 [0%]	-
5	C:\Documents and Settings\qa-administrator\My Documents\admindata.xml	1.9k / 714 [0%]	2010/12/30 09:12
6	C:\Documents and Settings\qa-administrator\My Documents\afrikaan.dic	392.6k / 565.1k [31%]	2009/05/27 03:40
7	C:\Documents and Settings\qa-administrator\My Documents\arabic.dic	255.3k / 437.6k [42%]	2009/05/27 03:40
8	C:\Documents and Settings\qa-administrator\My Documents\desktop.ini	1.6k / 87 [0%]	2010/06/22 14:55

Updated Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been updated.			

Permission Updated Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No Permissions have been updated.			

Deleted Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No files have been deleted.			

Moved Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been moved.			

Copied Files

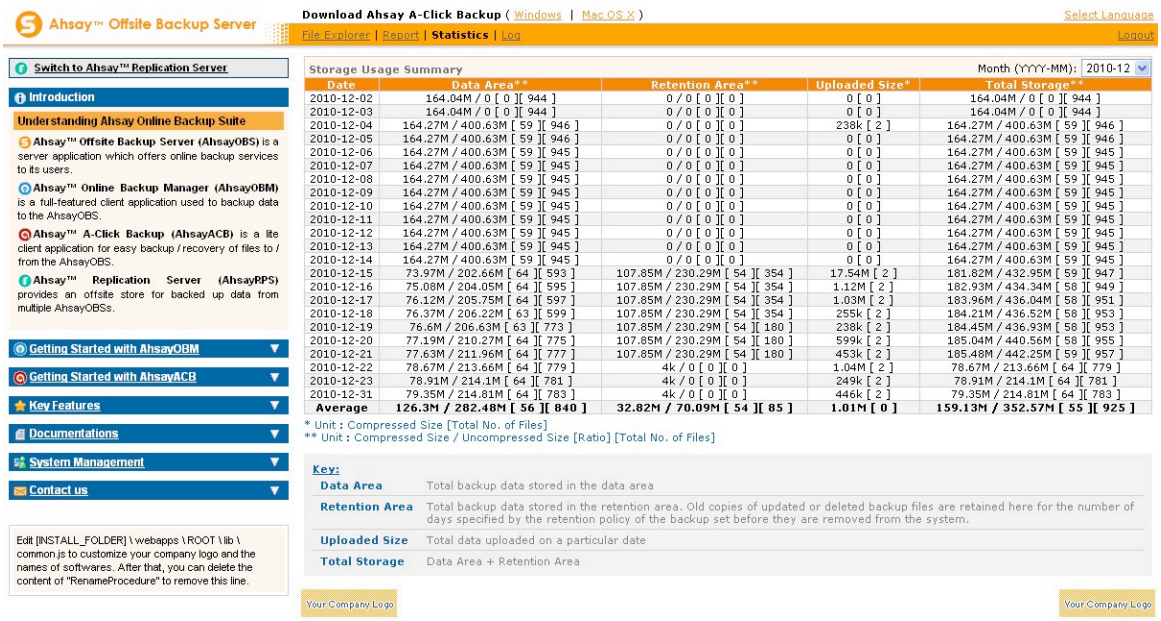
No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been copied.			

Key	Description
Login Name	The login name of the user.

Backup Set	The name of the backup set.
Backup Job	The name of the backup job (which is the start time of the backup job).
Job Status	The overall status of the backup job.
Backup Time	The time when the backup job ran.
Backup Logs	All messages logged when running this backup job.
New Files	Total number and size of backup files added to your backup set.
Updated Files	Total number and size of backup files updated in your backup set.
Permission Updated Files	Total number and size of backup files with file permission updated in your backup set.
Deleted Files	Total number and size of backup files deleted from your backup set.
Moved Files	Total number and size of backup files relocated in your backup set.
Copied Files	Total number and size of backup files copied to another location in your backup set.
New File List	Full list of all backup files added to your backup set.
Updated File List	Full list of all backup files updated in your backup set.
Permission Updated File List	Full list of all backup files with file permission updated in your backup set.
Deleted File List	Full list of all backup files deleted from your backup set.
Moved File List	Full list of all backup files relocated in your backup set.
Copied File List	Full list of all backup files copied to another location in your backup set.

10.4 Review Storage Statistics

You can review the amount of data you have stored on the backup server and uploaded to the backup server on each day by opening the [Statistics] panel available on the web interface. To review your storage statistics for a different month, just select the month from the [Month] drop-down list.


Ahsay™ Offsite Backup Server
Download Ahsay A-Click Backup (Windows | Mac OS X)
Select Language
File Explorer | Report | Statistics | Log
Logout
Switch to Ahsay™ Replication Server
Introduction
Understanding Ahsay Online Backup Suite
Ahsay™ Offsite Backup Server (AhsayOBS) is a server application which offers online backup services to its users.
Ahsay™ Online Backup Manager (AhsayOBM) is a full-featured client application used to backup data to the AhsayOBS.
Ahsay™ A-Click Backup (AhsayACB) is a lite client application for easy backup / recovery of files to / from the AhsayOBS.
Ahsay™ Replication Server (AhsayRPS) provides an offsite store for backed up data from multiple AhsayOBSs.
Getting Started with AhsayOBM
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Key Features
Documentations
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Edit [INSTALL_FOLDER] \ webapps \ ROOT \ lib \ common.js to customize your company logo and the names of softwares. After that, you can delete the content of "RenameProcedure" to remove this line.
Storage Usage Summary
Month (YYYY-MM): 2010-12
Date | Data Area** | Retention Area** | Uploaded Size* | Total Storage**
2010-12-02 | 164.04M / 0 [0][944] | 0 / 0 [0][0] | 0 [0] | 164.04M / 0 [0][944]
2010-12-03 | 164.04M / 0 [0][944] | 0 / 0 [0][0] | 0 [0] | 164.04M / 0 [0][944]
2010-12-04 | 164.27M / 400.63M [59][946] | 0 / 0 [0][0] | 238k [2] | 164.27M / 400.63M [59][946]
2010-12-05 | 164.27M / 400.63M [59][946] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][946]
2010-12-06 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-07 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-08 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-09 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-10 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-11 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-12 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-13 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-14 | 164.27M / 400.63M [59][945] | 0 / 0 [0][0] | 0 [0] | 164.27M / 400.63M [59][945]
2010-12-15 | 73.97M / 202.66M [64][593] | 107.85M / 230.29M [54][354] | 17.54M [2] | 181.82M / 432.95M [59][947]
2010-12-16 | 75.08M / 204.05M [64][595] | 107.85M / 230.29M [54][354] | 1.12M [2] | 182.93M / 434.34M [58][949]
2010-12-17 | 76.12M / 205.75M [64][597] | 107.85M / 230.29M [54][354] | 1.03M [2] | 183.96M / 436.04M [58][951]
2010-12-18 | 76.37M / 206.22M [63][599] | 107.85M / 230.29M [54][354] | 255k [2] | 184.21M / 436.52M [58][953]
2010-12-19 | 76.6M / 206.63M [63][773] | 107.85M / 230.29M [54][180] | 238k [2] | 184.45M / 436.93M [58][953]
2010-12-20 | 77.19M / 210.27M [64][775] | 107.85M / 230.29M [54][180] | 599k [2] | 185.04M / 440.56M [58][955]
2010-12-21 | 77.63M / 211.96M [64][777] | 107.85M / 230.29M [54][180] | 453k [2] | 185.48M / 442.25M [59][957]
2010-12-22 | 78.67M / 213.66M [64][779] | 4k / 0 [0][0] | 1.04M [2] | 78.67M / 213.66M [64][779]
2010-12-23 | 78.91M / 214.1M [64][781] | 4k / 0 [0][0] | 249k [2] | 78.91M / 214.1M [64][781]
2010-12-31 | 79.35M / 214.81M [64][783] | 4k / 0 [0][0] | 446k [2] | 79.35M / 214.81M [64][783]
Average | 126.3M / 282.48M [56][840] | 32.82M / 70.09M [54][85] | 1.01M [0] | 159.13M / 352.57M [55][925]
* Unit : Compressed Size [Total No. of Files]
** Unit : Compressed Size / Uncompressed Size [Ratio] [Total No. of Files]
Key:
Data Area — Total backup data stored in the data area
Retention Area — Total backup data stored in the retention area. Old copies of updated or deleted backup files are retained here for the number of days specified by the retention policy of the backup set before they are removed from the system.
Uploaded Size — Total data uploaded on a particular date
Total Storage — Data Area + Retention Area
Your Company Logo
Your Company Logo

Key	Description
Date	The date that the following statistics are collected.
Data Area	Total number and size of backup files stored in the data area on a particular date.
Retention Area	Total number and size of backup files stored in the retention area on a particular date.
Uploaded Size	Total number and size of backup files uploaded to the backup server on a particular date.
Total Storage	Total number and size of backup files stored under your backup account on particular date.

Appendix

Appendix A Supported Languages

Language Code	Language
bg	Bulgarian
ca	Catalan
cs	Czech
da	Danish
de	German
el	Greek
en	English
el	Spanish
eu	Basque
fi	Finnish
fr	French
hu	Hungarian
is	Icelandic
it	Italian
iw	Hebrew
ja	Japanese
ko	Korean
lt	Lithuanian
nl	Dutch
no	Norwegian
po	Polish
pt_BR	Portuguese (Brazil)
pt_PT	Portuguese (Portugal)
ro	Romanian
ru	Russian
sl	Slovenian
sv	Swedish
th_th	Thai (Thai Digit)
tr	Turkish
zh_CN	Chinese (Simplified)
zh_TW	Chinese (Traditional)